



TITLE: Chief Executive Officer, IWS Family Health

Reports to: Board of Directors	Department: Administration
Classification:	Date: March 25, 2024

SUMMARY

The CEO of IWS Family Health is responsible for the development and implementation of the business strategies of IWS in alignment with the mission and values of the organization. The CEO provides executive oversight to all functions, programs and services; ensures compliance with applicable legal, regulatory and funder requirements; is responsible for fiscal stability; and ensures that IWS provides patients the highest quality of care and services. IWS Family Health is seeking a servant leader who will bring expertise to enhance the organization.

TO PERFORM THIS JOB SUCCESSFULLY, AN INDIVIDUAL MUST BE ABLE TO PERFORM EACH ESSENTIAL DUTY SATISFACTORILY. THE REQUIREMENTS LISTED BELOW ARE REPRESENTATIVE OF THE KNOWLEDGE, SKILL, AND/OR ABILITY REQUIRED. REASONABLE ACCOMMODATIONS MAY BE MADE TO ENABLE INDIVIDUALS WITH DISABILITIES TO PERFORM THE ESSENTIAL DUTIES.

ESSENTIAL DUTIES AND RESPONSIBILITIES

Strategic Leadership

- Provide inspiring and motivating leadership to IWS's staff, while encouraging and promoting growth by serving as a visionary for the organization.
- Oversee a management team of seven direct reports and an organizational structure that facilitates efficient operations.
- Assure senior management functions as an interdisciplinary team.
- Direct organizational priorities and strategic initiatives to align with the strategic framework and allocation of resources.
- Ensure the implementation and monitoring of progress on operating plans and strategic initiatives, including work with the board and staff on a new strategic plan.
- Establish appropriate fundraising, marketing, communications, and relationship building to meet current and long-term financial needs of the organization.
- Ensure implementation of standards and controls, compliance and risk management systems and procedures.

- Provide leadership and oversight to all of IWS functional areas to ensure clinical excellence, and organization and financial stability.
- Maintain an internal culture conducive to the delivery of cost effective, quality care.
- Advocate and communicate IWS's mission, vision, philosophy to internal and external stakeholders.
- Increase the IWS public and community profile through public relations efforts, marketing and strategic alliances with other medical institutions.
- Ensure the overall success of IWS Family Health in partnership with the Board of Directors.
- Oversee ongoing environmental assessment that includes identification of risks, emerging opportunities, and community need to drive program development and strategic initiatives.
- Direct the development and implementation of strategic and operational goals to advance the organization's mission.
- Analyze problematic situations and recommend solutions.
- Develop and maintain strategic partnerships and alliances with key stakeholders, consumers, partners, and government and community leaders for the advancement of the organization's mission.
- Work effectively with government officials at all levels.
- Participate in national, state, and local planning and advocacy organizations as appropriate to assure IWS Family Health's input into care delivery systems to address community need.

Corporate Governance

- Keep the Board of Directors fully informed on all important matters including financial results, quality, safety, compliance, and opportunities and challenges of IWS Family.
- Cultivate a strong relationship with the Board of Directors, providing leadership in alignment with the Boards' expectations.
- Engage the Board of Directors in evaluating and discussing patient services, change in scope, hours of operations, and service expansion to grow the organization and address unmet community needs.
- Maintain a positive relationship with the Board of Directors; develop overall goals, timelines and budgets in partnership with the Board; and ensure goals are achieved and performance meets or exceeds expectations.
- Respond to the direction of the Board.
- Keep the Board of Directors, the Auxiliary, and key stakeholders current on all IWS communications and programs.

Operational Effectiveness

- Create and maintain a culture that embraces a culture of service excellence with a high expectation for positive patient experience, respect, diversity, belonging, equity and employee satisfaction and retention.
- Assure quality clinical and program outcomes, and fiscally responsible policies, plans and

decisions.

- Make necessary investments in infrastructure and programs to assure operational effectiveness.
- Continually evaluate and make investments in facilities, equipment, and human resources necessary to advance the organization's mission.
- Provide opportunities and resources for employee training, education, research, and other forms of professional development needed to maintain service excellence and meet current and future workforce demands and challenges.
- Provide the resources and support needed to establish and reinforce the organization's commitment to continuous improvement, quality, safety, and service excellence.
- Keep abreast of market and industry trends.

Fundraising

- Represent IWS to outside agencies as the leading fundraiser and face of the organization.
- Work to assure fundraising priorities of IWS are successfully implemented in the organization.
- Bring together the Board, staff, and donors to implement and advance the mission and strategy of IWS, including primary contact with key donors to encourage and secure individual, corporate and foundation giving.
- Lead, support and assist in the development of prospect solicitation strategies and proposals; partner with the Board to solicit funding and other support from individuals, corporations, foundations and other sources of funding and/ or influence.
- Support, participate and partner with the IWS Auxiliary Board which provides key fundraising resources to all IWS initiatives.

Management/Financial Administration

- Be accountable for the development, management, and attainment of IWS's annual budget, the maintenance of its fiscal records, and the timely and accurate submission of IWS's financial reports. Remain within budget: control expenses and increase revenue.
- Assess, direct and manage IWS's staff; cultivate and sustain a strong team-oriented culture, with an emphasis on results and accountability, including, but not limited to performance management, training, supervision and hiring/termination.
- Oversee and assist with staff recruitment as needed.
- Develop and maintain processes and procedures that promote a good working relationship between staff teams and leadership.
- Provide support to senior managers in being effective both programmatically and administratively.

QUALIFICATIONS

Education:	Masters in Health Administration, Public Health or similar health-related degree; MBA with a background in health administration or Masters in Nonprofit Management.
Experience:	<ul style="list-style-type: none">▪ Management experience in a healthcare facility, medical nonprofit, FQHC or primary health care clinic.▪ Experience in healthcare management (including managed care), fundraising, operations, marketing and building maintenance.▪ Experience in fostering growth expansion of health services while identifying and maintaining funding sources.▪ Demonstrated record of program innovation and high-quality program delivery.
Special Training/Skills:	<ul style="list-style-type: none">▪ Strong strategic thinking and planning skills; ability to modify and correct strategies based on changing operating conditions in which economic, political and cultural realities are ever-present.▪ Analytical thinker, who understands, absorbs and processes varied and complex data and can decisively implement a course of action based on clear analysis.▪ Offers emotional intelligence and a leadership style characterized by collaboration with and among direct reports, and one where all functions and departments work well together▪ Demonstrated high level of energy and commitment to a very challenging job and ability to, by words and action, manifest and communicate a strong work ethic to staff.▪ .An active listener and a good communicator.▪ Working knowledge of Spanish.
Demonstrated Competencies:	The successful candidate will be able to serve as a unifying force for the organization, will be comfortable working in, communicating with and directing a consensus-driven, collaborative environment, and will be skillful in building trusting relationships with the Board of Directors, the Auxiliary, the Associate Board, staff, partners and communities. He or she will value the respect and sensitivity necessary to accomplish the work.

The salary range for this opportunity is \$205,000 - \$215,000. A candidate's experience, skills, and education will be taken into account. Excellent benefits are provided.

All interested candidates should submit a cover letter, resume/CV, and three references to Tina Erickson, Erickson Coaching & Consulting at tericksoncoaching@gmail.com.