



EMPLOYMENT OPPORTUNITY

Chief Operating Officer

IWS Family Health, a community health center providing preventive health care services to children and families, seeks a Chief Operating Officer to work as a critical part of its Executive Team.

Position Summary

The Chief Operating Officer (COO) is responsible for leading an operational strategy that enhances staff engagement, delivers integrated, high-quality patient care, ensures efficient delivery service, strengthens financial sustainability, and uphold regulatory compliance. The COO is a strategic partner to the Chief Executive Officer (CEO) and the rest of the senior leadership team in implementing strategic goals, ensuring strategic alignment of resources, and continuously improving service delivery. The COO oversees operations across all departments, including Medical, Dental, Behavioral Health, and administrative functions. The COO actively fosters cross-functional coordination and collaboration across teams, ensuring clear communication, support, and accountability. As a senior leader, the COO is integral to fostering a healthy organizational culture and modeling organizational values.

Position Responsibilities

Operational Strategy:

Develop and implement a dynamic operational strategy that enhances staff engagement, delivers integrated, high-quality patient care, ensures efficient service delivery, strengthens financial sustainability, and upholds regulatory compliance.

Lead and oversee the day-to-day operations across clinical, administrative, and support functions, ensuring seamless coordination and effective execution.

Ensure operational alignment and oversight across all clinical departments, including Medical, Dental, and Behavioral Health, collaborating closely with department leaders to drive efficiency, patient-centered care, and compliance.

Partner closely with the Chief Medical Officer and other senior leaders to drive cross-functional collaboration, aligning day-to-day operations with productivity targets, strategic growth initiatives, and long-term organizational planning.

Continuously evaluate service performance using data-driven insights to refine processes, improve outcomes, and maintain adherence to organizational goals and regulatory standards.





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Leverage technology to enhance efficiency, access, care integration, and patient and staff engagement.

Optimize workflows and streamline processes, including patient scheduling, intake, follow-ups, staffing models, and appointment management, to maximize service delivery and improve patient experiences.

Leadership and Team Development:

Cultivate an organizational culture rooted in kindness, accountability, and excellence, fostering a high-performing, mission-driven team.

Collaborate with the CEO and other senior leaders to design and implement optimal structures that support strategic operations, strengthen team dynamics, and drive sustainable growth.

Work alongside the Human Resources Director to enhance staff training programs, ensuring direct reports and operational teams receive ongoing professional development opportunities.

Partner with Human Resources and medical leadership to strengthen recruitment pipelines, implement retention strategies, and build a diverse, engaged workforce.

Compliance, Risk Management, and Safety:

Ensure full regulatory compliance with state, federal, and accreditation requirements (e.g., HRSA, HIPAA, PCMH), integrating best practices across all operational functions.

Conduct proactive audits and staff training to uphold compliance standards, mitigate risks, and reinforce regulatory adherence.

Develop and implement comprehensive risk management and safety protocols to safeguard patients, staff, and organizational integrity.

Financial and Resource Management:

Enhance operational workflows influencing the revenue cycle, identifying opportunities to drive financial efficiency and reducing costs without compromising quality of care.

Lead data-informed budgeting decisions, ensuring fiscal responsibility and alignment with the organization's financial health and sustainability goals.





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Work closely with the external relations and finance teams to optimize grant execution and reimbursement, donor and community relations, and funding strategies, securing resources that strengthen operations and expand services.

Performance Reporting:

Develop and present monthly operational performance reports, including key metrics across departments, to support data-driven decision-making with senior leadership and the Board.

Collaborate with the leadership team to analyze trends, identify opportunities, and inform strategic planning using insights from operational data.

WORKING CONDITIONS

Varied settings within the clinic and external sites, such as community meetings and professional meetings.

Knowledge, Skills, and Abilities

Education:

Bachelors (required) and Masters (preferred) in Health Administration, Public Health, Nonprofit Administration, Nursing, Business or related field.

Experience:

10 years of management experience at the director-level or higher in a community health setting, medical nonprofit, public health entity, FQHC or primary health care clinic.

Background in healthcare management (including managed care), operations, and facilities.

Experience in opening and scaling new sites and health services.

Demonstrated record of program innovation and high-quality program delivery.

Special Training/Skills:

Superior management skills: ability to positively influence and engage direct and indirect reports and peers.

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.





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Offers emotional intelligence and a leadership style characterized by collaboration with and among direct reports, ensuring all functions and departments work well together.

Embraces a culture of service excellence with a high expectation for positive patient experience, respect, diversity, belonging, equity and employee satisfaction and retention.

Strong mentoring, coaching experience for a team with varying levels of expertise. An active listener and a good communicator.

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 collaborative environment, and will be skillful in building trusting relationships. He or she will lead with kindness and value the sensitivity necessary to accomplish the work.

Compensation and Benefits

Staff benefits include a minimum of 28 days of PTO, 9 Holidays, medical expenses covered on an average of 68%, dental, vision, short-term and long-term disability, life insurance, 403(b) plan, Employee Assistance Programs, recognition of the importance of work-life balance, and hybrid positions as applicable.

The salary range for this role is \$145,000-\$165,000. A candidate's experience, skills, and education will be considered.

Organizational Overview

For over 100 years, IWS Family Health has provided healthcare services and support to children and families in the Chicagoland area. Our main location, IWS Family Health – Logan Square, offers full-service care for all ages, including pediatrics, adult health, prenatal care, dental, and more. Our new pediatric site, IWS Family Health – Dunning, is dedicated to care for children. Both locations are committed to providing high-quality, accessible healthcare for Chicago families. IWS Family Health is a Federally Qualified Health Center Look-Alike, a member of the Illinois Primary Healthcare Association (IPHCA) and the National Association of Community Health Centers (NACHC) and receives strong support from the community and local philanthropic leaders.

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

