San Mateo County is located in the heart of the San Francisco Peninsula, offering a wide range of recreational pursuits, economic opportunities and numerous attractions. The 700,000 residents of the County enjoy a diverse, multi-cultural citizenry, cosmopolitan ambiance, temperate climate, clean air, rural open space and a geographic location in the heart of the San Francisco Peninsula.
San Mateo Medical Center (SMMC) is an integrated County-run health care delivery system, focused on the needs of the underserved. SMMC serves as a key provider within the Health Plan of San Mateo’s (HPSM) public/private network.

San Mateo County is known for its innovation and leadership on many public policy challenges facing local communities, and it expects to continue this role in the health care arena. The County is committed to its role as a public safety net provider, with particular emphasis in ambulatory care that embodies a chronic disease management model, a strong and robust behavioral health and recovery services system, and an integrated long-term care system that strives to support older adults and persons with disabilities in the least restrictive settings.

Our mission of partnering with patients to provide excellent care with compassion and respect, relays our core focus. Recognized by The Joint Commission as a Top Performer on Key Quality Measures®, we have made meaningful strides in improving performance on interventions that increase chances of healthy outcomes for patients in four areas: heart attacks, heart failure, pneumonia and surgical care. At SMMC, we lead by example and use LEAP (Learn, Engage, Aspire, Perfect), our performance improvement philosophy and methods, to reach greater heights of patient experience and staff engagement. From our most seasoned professionals to our newest team members, we strive to achieve a culture in which everyone has the opportunity to step forward to offer their ideas to best serve our patients.

The mission of SMMC is to open doors to excellence in health care. Services are designed to meet the needs of the community, and are delivered in a culturally sensitive manner.
THE POSITION

The Chief Operating Officer (COO) will plan, organize, direct, coordinate and evaluate all of the operations of San Mateo Medical Center (SMMC); advise the Chief Executive Officer on the development and implementation of the Medical Center systems, policies and strategic planning; and coordinate the operations through facilitation of the work of the executive management team. The Chief Operations Officer reports directly to the Chief Executive Officer and serves as a member of the Senior Management Team.

The incumbent will exercise direct and indirect supervision over Ambulatory Services, Laboratory, Pharmacy, Radiology, Rehabilitation, Food and Nutrition Services, Human Resources and Environmental Services and assigned managerial, professional, technical and clerical staff, as well as work with the Chief Medical Officer, Chief Nursing Officer, Medical Director of Quality and Chief Financial Officer to coordinate the optimal delivery of medical services at San Mateo Medical Center.

THE IDEAL CANDIDATE WILL HAVE:

• Significant experience in overseeing operations in a public health system

• Knowledge of the principles and practices of health care administration, including trends in health care policy, treatment, research, education, licensing and accreditation

• An understanding that public systems must function in new and innovative ways, must exceed quality standards and benchmarks, must work closely with other partner hospitals and clinics to assure continuity of care, must strive to develop a seamless integration with the County’s other health-related programs and departments and must balance clinical needs with efficient operations

• The ability to thrive as part of a leadership team that is focused on developing and sustaining a health care delivery system that targets the most underserved in the community

• Knowledge of LEAN/LEAP leadership philosophy and improvement methodologies and its application in a health care environment

• Familiarity with the principles of financial and budget administration in a public hospital setting, including medical care reimbursement

• Experience working with organized labor and within civil service environments is preferred
EXAMPLE OF DUTIES:

• Plan, organize, direct and evaluate organization-wide operations of the San Mateo Medical Center, especially in monitoring and improving operational efficiency and patient flow across the continuum of care, both within and outside the Medical Center.

• Manage and coordinate the development and maintenance of the annual budget including justification of personnel, space allocation, and maintenance and capital improvement projects.

• Oversee the full compliance with applicable standards for the licensure and accreditation of the hospital by exercising management audit and control consistent with applicable laws, organizational policies, procedures and programs.

• Provide effective leadership and personnel administration to ensure a competent and productive labor force. Select, assign, direct and evaluate the performance of subordinate managers, supervisors and staff.

• Maintain effective working relationships with the professional staff of the Medical Center by collaborating on activities and policy matters of mutual concern.

• Meet regularly with Medical Center department managers to interpret policy and direct staff in new procedures or in the modification of existing procedures.

• Evaluate administrative studies designed to improve operating procedures and solve workload problems.

• Develop mutually cooperative relationships with private sector health care providers, government agencies, community groups, news media, educational institutions, professional associations and the public in general.

• Maintain the Medical Center’s physical resources by planning, maintaining and providing necessary equipment and safe, secure, clean facilities for consumers of health care services. Collaborate with the Department of Public Works to recommend improvement of hospital facilities, including construction or renovation of structures.

• Direct the preparation of statistical reports required by the CEO, federal, state and County agencies and/or licensing and accrediting agencies.

• Work as the primary liaison with the Director of the Burlingame Long Term Care Facility.
The strategic thinker and champion of employee engagement we seek will have a Master’s degree in Management, Public Administration or Health Care Administration, or other health-related field and 5 years of increasingly responsible experience in a health care organization performing a variety of duties related to administration and management, or a combination of such education and experience.
The County offers an excellent benefits package that is available to spouses, domestic partners and other dependents. For further details, visit https://hr.smcgov.org/Management-Benefits-At-A-Glance.

- **Retirement:** A choice of 3 County Retirement System plans and health benefits for retirees.

- **Insurance:** Choice of 3 medical and 2 dental plans with the majority of the premium paid for employee and eligible family members plus Flexible Spending Account option. The vision care plan is fully paid for employee and eligible dependents. The County provides $50,000 of Basic Life Insurance.

- **Additional Insurance:** Family Death, Disability and Supplemental Life Insurance policies are available to employees. Long-Term Disability benefits fully paid by the County.

- **Vacation:** Employees receive 13 paid days a year for the first 5 years of service. Additional days are added with increased years of service.

- **Administrative Leave:** Management employees accrue 130 hours per year to use as time off. In April of each year, employees have the opportunity to convert 50% of their then current Administrative Leave hours balance for a cash payment.

- **Other Benefits Include:** Biweekly Transportation Allowance, Employee Health & Fitness Programs, Commute Alternative Program, Employee Assistance Program, Dependent Care Assistance Plan, First Time Home Buyer Program, Deferred Compensation, and Tuition Reimbursement Program.

**SALARY**

The annual salary range for this position is:

$209,144 - $261,414
RECRUITMENT SCHEDULE

Open Recruitment: September 18, 2017
Close Recruitment: October 2, 2017
Application Screening: October 3, 2017
Panel Interviews: October 11 and/or 12, 2017

HOW TO APPLY

To apply for this exciting career opportunity, the following questions must be answered using the County’s online application system by 5:00PM on October 2, 2017. Applicants must also upload their resume to the online application.

SUPPLEMENTAL QUESTIONS

1) Describe your professional background and how it prepares you for the position of Chief Operations Officer. Please include an organization chart and discuss the scope of your responsibility, level of authority and management experience.

2) Describe one specific situation that best reflects your leadership experience in successfully collaborating with diverse interest groups and community stakeholders.

Apply online at http://jobs.smcgov.org

For questions, please contact:
Michelle Kuka
Personnel Services Manager
MKuka@smcgov.org