

Mat-Su Health Foundation (MSHF)

Chief Operating Officer Job Description

Position Summary

The Chief Operating Officer (COO) supports the organization's mission, vision, and values as the foundation of its efforts. These include respect and appreciation for Mat-Su's community assets: prevention, access, wellness, fairness, collaboration, and leadership. This individual exemplifies health; is team-focused and positive; and consistently demonstrates respect for the Board of Directors, staff, partners and community. Reporting to the Chief Executive Officer (CEO) and serving on the MSHF leadership team, the COO plays a key role in the organization's overall strategy development. The COO will help to develop the infrastructure and systems needed to scale organizational impact over the next 10 years. Supervising several support staff, the COO oversees the day to day administrative and operational functions of MSHF and builds the personnel team to accomplish its strategic goals and vision through both its philanthropy and its hospital ownership. The COO also represents MSHF on the Category A Board of Directors and other subsidiaries as needed.

Management and Operations

The COO executes the management and operations of MSHF and directly oversees office management, human resources, information technology, building operations, and contract management. The COO helps to develop a healthy, inclusive and productive company culture, creating an environment that promotes great performance and positive morale. Ensuring a high level of coordination between the foundation's programmatic work and hospital ownership, the COO designs the organizational structures, workflows, and processes to implement MSHF's philanthropic and joint venture strategies. The COO

- Translates strategy into actionable goals for performance and growth and helps to implement organization-wide goal setting, performance management, and annual operating planning subject to budgetary constraints.
- Maximizes mission and community benefit impacts and minimizes risk through creation and management of subsidiaries and holding companies, in consultation with the CEO, Chief Financial Officer (CFO) and Vice President of Programs (VPP).
- Manages human resources, including benefit functions, to ensure effective recruiting, onboarding, professional development, performance management, and retention through policy and procedure.
- Assesses leadership, talent processes, infrastructure and culture to build an improvement plan that addresses diversity, equity and inclusion across the organization and its strategies.
- Develops and implements a comprehensive IT strategy that increases staff productivity across the organization.
- Oversees all physical plant operations and infrastructure to meet operational and community benefit goals.
- Reviews, prepares and manages Professional Services Contracts, Memorandums of Understanding, and other agreements to ensure effective completion and compliance.
- Creates and monitors adherence to operational policies, procedures and processes that address risk and compliance with audit requirements and local, state and federal statutes and contribute to an efficient and effective organization
- Manages the following employees: Building Superintendent and Administrative Assistant.

Support for Boards of Directors

The COO assists the CEO in operational oversight of any MSHF subsidiary such as Valley Health Services, which contains MSHF's ownership of the for-profit Susitna ASC Holdings, LLC. As needed, the COO also serves on and provides support to the Category A Board Directors of the Mat-Su Valley Medical Center LLC Board of Directors, Mat-Su Valley III LLC Board of Directors and Susitna ASC Holdings, LLC. The COO

- Helps to ensure compliance with all LLC Operating Agreements, Management Services Agreements, and policies, and works with legal counsel to address any deficits or compliance issues.

- Works with the CEO, CFO and VPP to develop joint venture strategy and help to ensure that Mat-Su Regional Medical Center and its subsidiaries continue to meet the acute healthcare needs of the Mat-Su population and operate in a manner that does not put at risk the tax exempt status of MSHF.
- Helps the CEO to manage risk and compliance for both the MSHF Board and staff regarding all the above entities and keeps the Board regularly apprised of any issues and mitigation plans.

Competencies

- Exemplary management skills in translating a broad and challenging mission/vision into an actionable roadmap to measurable outcomes at the population and community benefit level
- Excellent written and oral communication skills
- Proven effectiveness in leading and developing professional support staff to enhance total team performance
- Proven effectiveness in developing and implementing technology platforms to support a myriad of functions and stakeholders
- Collaborative and egoless approach to creating solutions and making decisions
- Flexible self-starter, able to multi-task while also being highly detail-oriented
- Strong analytic skills and the ability to think strategically, politically and programmatically
- Ability to analyze, understand and chart a path through challenging legal, risk and compliance issues.

Position Qualifications

- Master's degree or equivalent preferred
- Minimum 10 years of experience at executive management level, ideally in both non-profit and for-profit companies
- Experience in management of administrative functions including IT, HR, physical plant, contract management and other systems
- Experience either as an employee or board member of a nonprofit organization
- Experience in hospital or health systems operations and governance preferred
- Demonstrated knowledge of philanthropic strategies, tools, and best practices
- Excellent written and verbal communication skills

The Foundation

Valley Hospital Association (VHA), d/b/a Mat-Su Health Foundation (MSHF) is a 501(c)3 that was formed in 1948 to build and operate Valley Hospital in Palmer. In 2003, VHA entered into an LLC partnership with Triad Hospitals, Inc. in order to construct the new Mat-Su Regional Medical Center (MSRMC). MSHF retains 35% ownership of the hospital, shares 50/50 governance of the state-of-the-art facility, and invests its share of the net revenues into charitable works. The MSHF's mission is to improve the health and wellness of Alaskans living in the Matanuska-Susitna (Mat-Su) Borough. MSHF provides grants, scholarships and technical assistance to nonprofit, tribal and governmental organizations offering services and practical solutions to significant chronic, health-related problems impacting Mat-Su citizens.