A challenging and rewarding opportunity exists for a well-organized, strategic and analytical individual to fill the role of Deputy Executive Director/Chief Operating Officer for this $20 million Community Services Board (CSB), servicing residents of five counties and one city in the Northern Shenandoah Valley, Virginia, that has been in business over 45 years providing behavioral healthcare for the underserved populations.

The Deputy Executive Director/Chief Operating Officer provides executive-level responsible and accountable leadership, management and oversight of the non-clinical operations, staff, policies, procedures and applicable budgets. Through direct management of operations staff and horizontal accountability within all agency divisions, the Deputy Executive Director/Chief Operating Officer plans, organizes, develops, directs and monitors all operational functions of a system of care for adults, children and families experiencing serious mental illness or emotional disturbance, substance use disorders, or intellectual/developmental disabilities. The Deputy Executive Director/Chief Operating Officer is responsible for managing the organization’s day-to-day operations, providing leadership, and administering operational procedures that will ensure compliance with established objectives.

The Deputy Executive Director/Chief Operating Officer works as a member of a multi-disciplinary executive leadership team leading the organization by identifying goals, priorities, strategies and cultivating the culture of the organization. The Deputy Executive Director/Chief Operating Officer serves as mentor, inspiring, empowering, and educating at all levels of the organization. The Deputy Executive Director/Chief Operating Officer cultivates and develops partnerships and collaborations within the community that assures the needs of communities served by the organization are more fully realized. The Deputy Executive Director/Chief Operating Officer assists the senior executive leadership team in developing, communication, executing and sustaining initiatives to optimize client care and maximize financial reimbursement in a managed care environment. The Deputy Executive Director/Chief Operating Officer will drive strategic planning, business development, partnerships and joint ventures in addressing Medicaid, Medicare and Commercial Contracts. The Deputy Executive Director/Chief Operating Officer will play a consultative role as a collaborative leader, with the responsibility for developing a comprehensive strategy in a value-based environment.
OVERVIEW

Oversees quality improvement, compliance, planning, health & safety, human rights/consumer affairs, information technology and informatics functions. Oversees the internal review, evaluation and remediation of agency programs, documentation, clinical records, management policies and procedure manuals for compliance to agency, state, federal, private and/or public payor contractual, licensure, quality assurance and accreditation standards, guidelines and agency risk management policies. The incumbent serves in an Acting capacity in the absence of the Executive Director. Work is performed under broad supervision and is guided by agency policies and procedures, state and federal regulations, guidelines and standards, public and private payor guidelines and professional practices including ethical standards related to client interactions and care.

ESSENTIAL FUNCTIONS/PRINCIPAL DUTIES AND RESPONSIBILITIES OF POSITION

- Assumes the administrative responsibilities of the Executive Director in his/her absence.
- Assures the effective and efficient operations of the clinic sites and departments within sphere of accountability. Accountable for adherence to all local, state and federal guidelines and laws applicable to organizations scope of services within sphere of accountability.
- Assures goals and strategies are aligned with the mission, vision and strategic objectives of the organization.
- Assures the Information Technology needs of the organization are realized to include the full use of existing and future technology.
- Assures opportunities that are aligned with the strategic goals of the organization are identified, analyzed and implemented.
- Communicating and implementing NWCSB’s strategies internally and externally so that all employees, partners and collaborators understand the impact of value-based care on the organization.
- Mobilizing an internal team to review and analyze Medicaid, Medicare and managed healthcare plans, and make recommendations on key strategic priorities.
- Mobilizing and managing teams of individuals charged with executing strategies.
- Provides consultation, education and training services to NWCSB staff, Board of Directors, individuals and agencies.
- In collaboration with Executive Director/CEO, participates in a variety of interagency workgroups that advance the agency mission and effectively and professionally represent NWCSB in the community and in key relationship-building activities with key agency stakeholders.
- Collaborates and communicates effectively with other NWCSB services and other community stakeholders regarding needs and services development for the client population.
- Accepts assignments and follows through on special projects, as requested by the Executive Director/CEO, in order to meet agency goals and objectives.
- At the direction of the Executive Director/CEO, may provide report(s) in designated NWCSB Board meetings in order to support the Executive Director/CEO’s obligations to the Board and, as needed, on agency workgroups to ensure understanding of operational needs/services for populations served.
- Provides primary leadership for preparation for DBHDS audit process, HRSA/HUD operational site visits and other regulatory agency reviews.
- Maintains compliance with DBHDS regulations governing CSB’s.
- Ensures compliance with grantor requirements is met.
- Knowledge of licensing, human rights, Medicaid and Medicare regulations, and other regulatory requirements.
- Requires an articulate individual who possesses communication skills, both oral and written, interpersonal skills to foster positive working relationships, and the ability to make effective presentations to external groups and internal management/staff at all levels.
- Demonstrates keen sense of responsibility, teamwork, judgment, discernment, solution-focus and follow-through for all aspects of areas under his/her management, and keeps Executive Director/CEO informed about existing or potential problems, challenges, opportunities, or threats.
- Assures all facilities are maintained in a safe and clean manner.
- Other duties assigned by the Executive Director/CEO.

**KNOWLEDGE, SKILLS AND ABILITIES**

- Sophisticated supervision, coaching and management skills with ability to effectively develop and support responsible senior leaders under his/her direct supervision.
- Knowledge of, or ability to quickly learn and respond to, various requirements governing Virginia Community Services Boards.
- Excellent ability to utilize office technology, data, internet and computer software systems.
- Reviews DBHDS Licensing Standards as they pertain to operational policies and procedures and provides guidance and input to NWCSB Administration during the DBHDS survey process.
- Uncompromising reputation for honesty and integrity in everything he/she does.
- Good business acumen and strong leadership skills.
- Strong written and verbal communication skills.
- Strong financial management skills.
- Able to work effectively in multiple areas within a complex, multi-faceted organization.
- Able to interface effectively with colleagues, Boards of Directors, staff at all levels of organization, medical staff, patients and their family members, consultants, Legislators, government officials, outside organizations and general public.
- Able to lead decision makers to consensus.
- Must possess an understanding of people and a sense of accountability, fairness and consistency.
- Performs other related duties as assigned.

**EDUCATION, TRAINING AND WORK EXPERIENCE**

**Education:** Master's Degree in Health Administration, Business Administration, or other advanced health or business related degree required, or a combination of education and related experience that demonstrates relevant proficiency and level of knowledge, skills and abilities for a highly responsible senior leadership position in a medium to large behavioral health organization. Additional experience in human service field or behavioral healthcare is highly desirable.

**Experience:** (10) years of progressive management experience in leading complex health-care and related operations, including experience with a demonstrated track record of superior
operating and financial performance along with a record of growing profitable operations that produce quality outcomes. Experience at a senior leadership level in a similar-sized public behavioral health, private provider, or managed care organization highly desired. Knowledge of Virginia regulatory and public behavioral health environment helpful.

**Licensure and Certifications:**

Valid Virginia driver’s license.

**Physical and Sensory Demands**

While performing the duties of this job, the employee is regularly required to communicate verbally in one-on-one situations and in group settings. Must also be able to communicate effectively in writing. While performing the duties of this job, the employee will often sit, stand, walk, bend, and reach above their head. Use of hands for placing and pulling objects. The employee frequently lifts and/or carries up to 10 pounds and pushes or pulls up to 5 pounds. Specific vision abilities required by this job include close vision (computer). Specific hearing required by this job includes normal tones. Travel of up to 25% required, with the majority of travel in the local five-jurisdiction area served by the agency. Occasional travel outside of local area may be required.

**Location:**

Thomas J. Peachey Center  
209 W. Criser Road  
Front Royal, VA 22630

**Salary:**

Based upon Knowledge, Skills and Abilities  
Non VRS $101,529-$129,175  
VRS $106,605-135,634