Chief of Operations

1. Represent Encompass with external constituency groups, including community, governmental, and private organizations. (4 – Health related Outreach)

2. Review services being offered and develop new programs as needs and opportunities emerge. (15 & 17 – Health related Program Planning and Policy Development)

3. Lead the performance management process that establishes, measures, and evaluates progress against goals for the organization. (15 & 17 – Health related Program Planning and Policy Development)

4. Develop and implement systems for reporting, measuring and supporting revenue generation. (15 & 17 – Health related Program Planning and Policy Development)

5. Implement and lead a continuous quality improvement process throughout the program and service areas, focusing on systems/process improvement. (15 & 17 – Health related Program Planning and Policy Development)

6. Analyze the current technology infrastructure and scope out the next level of information technology that support the growth of programs and the organization overall. (15 & 17 – Health related Program Planning and Policy Development)

7. Identify best practices and improve internal programmatic systems with an eye toward future needs and budget realities. (15 & 17 – Health related Program Planning and Policy Development)

8. Complete daily Medi-Cal Administrative Activities (MAA) time survey. (20)

9. Attends training related to the performance of MAA. (20)

_____   _____

Employee Signature (please sign in blue ink)   Date

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Employee Name (printed)