



Denton County MHMR Center Position Description

Name: Open		Position Description Updated: 07/27/23	
Position Title: Chief Operations Officer		Effective Date:	
Department: Executive Leadership Team/Chiefs/Administration		Program Code: 10-XXX	
Reports to: Executive Director			
FTE Status: FT	Exempt <input checked="" type="checkbox"/> Non-Exempt <input type="checkbox"/>	Work Model: Hybrid	
Schedule: M-F 8-5 (1 Day Remote)		Position #	Travel: 20%
Pay Range: DOE		Main Location: 2519 Scripture (Admin Offices)	
Shift Diff Eligible <input type="checkbox"/> Yes <input type="checkbox"/> No		Language Diff: <input type="checkbox"/> Yes <input type="checkbox"/> No	

Denton County MHMR Center, a Certified Community Behavioral Health Clinic (CCBHC), is committed to fostering an inclusive, trauma-informed, and welcoming environment that embraces and celebrates diversity and equity. We strive to create a collaborative and encouraging atmosphere, where individuals of all backgrounds, abilities, and lifestyles feel respected, supported, and valued. Integrity, honesty, and kindness are core values that help create a strong and supportive organization that delivers high quality, person-centered care with trauma informed practices.

General Description

The Chief Operations Officer (COO) reports to the Executive Director and oversees day-to-day operations of Denton County MHMR's CCBHC services and programs. They collaborate with the C-Suite and Executive Leadership to achieve Agency goals in line with state and federal guidelines. The COO implements Agency strategies to meet objectives while ensuring compliance. They lead and manage various operational programs, including Behavioral Health, Crisis Services, IDD, and other grant-related initiatives. The role involves managing services to meet individual, physician, and public needs while maintaining positive relationships with the Executive Director and the Board of Trustees.

The COO fosters community relations with local law enforcement, local hospitals, elected officials, consumer groups, and other providers as needed. This senior-level position requires specialized knowledge in state government, strategic planning, and agency administration. The COO works closely with the Executive Director on programmatic and financial operations and will supervise senior director-level positions. The role operates with minimal supervision, exercising initiative and independent judgment. Additionally, the COO serves as a leader and liaison in community partnerships with medical and social service organizations as directed by the Executive Director.

Education, Training and Experience (including licensure and certification)

- Master's degree, (MBA is preferred) with at least four (4) years of experience in executive leadership role(s)
- **OR** bachelor's degree in a business field with financial course work required with at least eight (8) years of experience in senior level management of programs.
- Experience in program budget development and oversight.
- Experience in monitoring program performance and developing corrective measures when necessary and preparing detailed updates and forecasts.
- Prefer previous work experience with individuals with severe mental illness, substance use, and/or IDD.
- Healthcare experience is preferred.

Knowledge, Skills and Abilities

- Ability to read, analyze, and interpret complex data reports, financial reports, and legal documents.
- Ability to respond to common inquiries or complaints from customers, regulatory agencies, or members of the business community.
- Ability to write speeches and articles for publication that conform to prescribed style and format.
- Ability to effectively present information to an executive level audience, state/federal representatives, public groups, and/or board of trustees.
- Skills in motivating staff.
- Knowledge of managed care systems.

- Ability to manage change productively.
- Ability to coach and develop executive leadership team members.
- Must have ability to read and understand complex sets of data.
- Must be able to travel to different sites.
- Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Essential Elements of C-Suite and Executive Leadership Team (ELT) Responsibilities

All C-Suite and ELT members serve at the pleasure of the Executive Director (ED). While some members report to various Center Chiefs, all C-Suite members serve under the ED's leadership. It is critical that all C-Suite and ELT members understand that they are held to a higher level of integrity than general team members. Each member of the C-Suite and ELT is expected to always maintain confidentiality of the Center, client, and staff business. This position serves at the pleasure of the ED and as such is expected to exhibit loyalty, honesty, and integrity to the Executive Director.

Confidentiality Statement:

The C-Suite and ELT members will participate in executive-level conversations that require the strictest levels of confidentiality. As such, the C-Suite and ELT members will maintain all information received at Denton County MHMR Center in strictest confidence. The C-Suite and ELT members will not disclose or divulge either directly or indirectly any confidential information to others unless first authorized to do so by the ED or a designated party. As such, the C-Suite and ELT members will be responsible for adhering to the following:

- a) The C-Suite and ELT members will not divulge any information directly or indirectly that the ED has discussed with the ELT member regarding other staff or possible information that the ELT member has been privileged too.
- b) The C-Suite and ELT members will work with executive-level staff in a cooperative, confidential, and loyal manner and will maintain loyalty to the agency mission.
- c) The C-Suite and ELT members will ensure confidentiality of executive-level conversations, planning, personnel and/or other strategic negotiations or contract discussions.
- d) The C-Suite and ELT members will ensure an executive-level approach to the release or distribution of information from executive meetings as appropriate.
- e) The C-Suite and ELT members will be responsible for aiding in the betterment of staff and helping the staff achieve success. At no time will the C-Suite and ELT members be allowed to incite chaos and discord among the staff.
- f) The C-Suite and ELT members will manage and develop direct reports in a manner that is consistent with mission-driven performance and loyalty to the agency's vision and direction, guiding all staff on appropriate confidentiality and/or release of information.
- g) If any C-Suite and ELT member has any issues, concerns, or questions, the C-Suite and ELT member will need to come directly to the ED and discuss the issue, concern, or question with the ED and seek positive resolution.
- h) All C-Suite and ELT members will not communicate with individuals outside the Center regarding issues involving the Executive Director (Judges, County Commissioners, or any additional community stakeholders). However, after discussion with the ED, if the C-Suite and ELT member does not obtain resolution with the ED, the ED will direct and advise the C-Suite or ELT member on the next steps toward resolution. Every attempt must be made to resolve any issues at a Center level prior to moving to the next steps. If a resolution cannot be achieved and a reasonable effort has been made by both parties, the designated Chief can contact the Board Chair on behalf of their direct report for any additional conversation and resolution. The chain of command will be strictly followed and enforced and any attempt to go around the chain of command will be seen as a direct violation of the confidentiality process.

Essential Duties

1. Provides operational oversight, including financial oversight of assigned program areas, and provides leadership support to assigned CCBHC operational programs and support programs as directed by the Executive Director.
 - Leads staff meetings and oversees governance, audits, and regulatory activities as needed.
 - Evaluates and reports the results of overall operations to ensure financial viability and contract fulfillment.
 - Supports their leadership team by effectively communicating goals and initiatives and promoting cohesive and collaborative team dynamics.

- Provides mentorship and helps to grow leadership teams through various means such as training, one-on-one coaching, mentoring activities, and/or development of individual growth plans.
2. Ensures operational programs are properly staffed with qualified individuals.
 - Provides accountability measures and ensures positions are posted and filled in compliance with Center procedures and timelines.
 - Assists in hiring, separations, and leadership development as needed within the COO team.
 - Provides written supervision for the leadership team as needed.
 - Provides guidance for outstanding needs of staff and contractors. (i.e., Review documentation for accuracy and content or provide input)
 2. Serves as a contributing member of the C-Suite team.
 - Attends weekly chief meetings and is prepared with operational data for high-level program updates.
 - Acts on items deemed operational priorities and tasks as identified in chief meeting.
 - Disseminates relevant information from ELT and Chief's meetings as required to their team.
 - Actively participates in strategy sessions and provides input to the Center ED regarding development, implementation, and monitoring of Center's new programs.
 - Partners with appropriate chiefs on budgeting, financial decisions, and reallocation of funds/programs as needed.
 3. Identifies and implements innovative community wide solutions with local partners with collaborative approaches and resource development.
 - Represents the Center on assigned community panels/advisory groups as directed by Executive Director.
 - Represents the Center's policies, requirements, and best interests in the community.
 4. Reviews services and service provisions, intensity and other variables making necessary modifications as needed to ensure adherence with state and federal performance measures and guidelines.
 - Conducts reviews and reports on regular operational performance.
 - Develops corrective measures when necessary and closely monitors results.
 - Partners with Senior Directors to properly communicate and direct program changes and/or adjustments.
 - Maintains organizational alignment for meeting complex contract requirements and funding levels.
 - Provides clear reports through data and program analyses and outcome measure.
 - Ensures that the Local Individuals with Developmental Disabilities (LIDDA) and Local Mental Health Authority (LMHA) Performance Contracts, amendments, and statements of work are thoroughly reviewed and operationalized, upon receipt and then disseminated to teams as needed.
 - Assist with Directed Payment Program (DPP) reporting and Charity Care reporting as needed.
 5. Provides vision and leadership in the development of innovative services/initiatives of address and improve the healthcare status of individuals served and to use resources to increase access, improve quality and maintain or reduce cost.
 6. Plans, implements, and evaluates quality improvements to the methods and procedures used within your area of responsibility which relate to the Center's goals and objectives in the Strategic Plan.
 7. Mitigates risk by ensuring the Center maintains Standard Operating Procedures for their programs.
 8. Exercises sound judgment and complies with Center policies, procedures, and timelines in the documentation and communication of position duties and performance expectations to employees; monitoring and evaluation of employee performance; coaching, counseling, motivating and disciplining employees.
 - Ensures training and HR compliance of operational teams.
 - Partners with operational leaders to ensure compliance with education and training requirements, ensuring 100% team training compliance.
 - Partners with operational leaders to ensure employees are trained to perform their jobs and that various requirements of the position are communicated to the employee.
 - Addresses performance issues utilizing appropriate tools and processes as provided/guided by HR, and ensures teammates are operating within acceptable Center guidelines.
 9. Models Center Guiding Principles and holds their leadership team and teammates accountable for abiding by and embracing Center Guiding Principles.
 10. Other duties as assigned.

The above essential duties are representative of major duties of positions in this position. Specific duties and responsibilities may vary based upon departmental needs. Other duties may be assigned to the above consistent with the knowledge, skills and abilities required for the job.

Physical and Mental Requirements/Environmental Checklist

INSTRUCTIONS: Check all abilities required to perform the essential and marginal tasks of this job.

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|--|---|--|
| <input type="checkbox"/> Heavy lifting, 45 lbs & over | <input checked="" type="checkbox"/> Walking | <input checked="" type="checkbox"/> Operating Office Equipment |
| <input type="checkbox"/> Moderate lifting, 15-44 lbs | <input checked="" type="checkbox"/> Standing | <input checked="" type="checkbox"/> Operating Motor Vehicle |
| <input checked="" type="checkbox"/> Light lifting, under 15 lbs | <input checked="" type="checkbox"/> Sitting | <input checked="" type="checkbox"/> Ability To See |
| <input type="checkbox"/> Carrying, 45 lbs & over | <input type="checkbox"/> Crawling | <input type="checkbox"/> Identify Colors |
| <input type="checkbox"/> Moderate carrying, 15-44 lbs | <input checked="" type="checkbox"/> Twisting | <input type="checkbox"/> Depth Perception Needed |
| <input checked="" type="checkbox"/> Light carrying, under 15 lbs | <input checked="" type="checkbox"/> Kneeling | <input checked="" type="checkbox"/> Hearing With Aid |
| <input type="checkbox"/> Straight pulling | <input checked="" type="checkbox"/> Pushing | <input checked="" type="checkbox"/> Hearing Without Aid |
| <input type="checkbox"/> Pulling hand over hand | <input checked="" type="checkbox"/> Stooping | <input checked="" type="checkbox"/> Ability to Write |
| <input checked="" type="checkbox"/> Repeated bending | <input checked="" type="checkbox"/> Climbing Stairs | <input checked="" type="checkbox"/> Ability to Count |
| <input type="checkbox"/> Reaching above shoulder | <input type="checkbox"/> Climbing Ladders | <input checked="" type="checkbox"/> Ability to Read |
| <input checked="" type="checkbox"/> Simple grasping | <input type="checkbox"/> Operating Mechanical Equipment | <input checked="" type="checkbox"/> Ability to Tell Time |
| <input type="checkbox"/> Dual simultaneous grasping | | |

Other (specify): May require some travel afterhours and overnight.

INSTRUCTIONS: Check all work site and environmental conditions that apply to this job.

- | | | |
|--|---|---|
| <input checked="" type="checkbox"/> Travel by car < 5% of time | <input type="checkbox"/> Constant Noise | <input type="checkbox"/> Working around machines with moving parts ar |
| <input type="checkbox"/> Travel by van < 5% of time | <input type="checkbox"/> Excessive noise/intermittent | <input type="checkbox"/> Working with hands in water |
| <input type="checkbox"/> Travel by bus | <input type="checkbox"/> Silica, asbestos, etc. | <input type="checkbox"/> Working below ground |
| <input type="checkbox"/> Travel by air | <input type="checkbox"/> Fumes, smoke, or gases | <input type="checkbox"/> Working on ladders or scaffolding |
| <input checked="" type="checkbox"/> Outside | <input type="checkbox"/> Dust | <input type="checkbox"/> Vibration |
| <input checked="" type="checkbox"/> Inside | <input type="checkbox"/> Grease and oils | <input checked="" type="checkbox"/> Working closely with others |
| <input type="checkbox"/> Excessive heat | <input type="checkbox"/> Solvents | <input checked="" type="checkbox"/> Working alone |
| <input type="checkbox"/> Excessive cold | <input type="checkbox"/> Radiant/electrical energy | <input checked="" type="checkbox"/> Long or irregular work hours |
| <input type="checkbox"/> Excessive humidity | <input type="checkbox"/> Slippery/uneven walking surfaces | |
| <input type="checkbox"/> Excessive dampness/chill | <input checked="" type="checkbox"/> Working around moving objects or vehicles | |
| <input type="checkbox"/> Dry atmosphere | | |

Other (specify):

I understand my responsibilities as described in this position description. I also understand that I may be assigned additional duties not listed within the job description.

Print Employee Name

Date

Employee Signature

Date

Supervisor Signature

Date

Administrator Signature

Date

HR Representative Signature

Date