

## *Community Volunteers in Medicine*

### Position Description

**Position Title:** Chief Operating Officer

**Reports To:** President & CEO

**FLSA Status:**  Exempt  Non-exempt

**Date:** April 2024

### Organization

#### **Mission**

CVIM provides free, high-quality healthcare to uninsured working people with low incomes to help them live healthy, productive lives and to assure health equity in the Chester County region.

#### **Core Values**

CVIM is a welcoming healthcare home where people treat each other with respect, feel valued for who they are, and work collaboratively to achieve our health equity mission. We strive to dismantle all barriers to healthcare access and help ensure that everyone in our community – regardless of background, identity, or circumstance — is respected, valued, and empowered to reach their full potential for health and well-being.

### Position Summary:

The Chief Operating Officer (COO) is a key executive leader at Community Volunteers in Medicine (CVIM) and plays a pivotal role in the management and daily operations of CVIM ensuring the alignment with strategic priorities and organizational goals. The COO will report directly to the CEO work as a member of the senior leadership team.

### Major Responsibilities:

- **Strategic Planning:** Work in collaboration with the CEO on comprehensive strategic plan that aligns with the organization's mission and goals, fostering innovation, growth and change management.
- **Program Development:** Oversee the design, planning, and implementation of new programs, ensuring they meet identified needs and are scalable and sustainable. Establish metrics to assess program effectiveness.
- **Volunteer Management:** Ensure effective recruiting, onboarding, professional development, performance management and retention volunteer resources.
- **Partnership Development:** Build and maintain strong relationships with community organizations, funders, and other stakeholders, to enhance collaboration and support for the mission.
- **Operations Management:** Oversee day-to-day operations, including patient access, facility management, volunteer management and administrative functions to ensure efficiency and effectiveness.
- **Technology:** Oversee the implementation and utilization of technology and electronic health record system to streamline operations and improve patient care delivery.

## Requirements and Qualifications

- A Bachelor's degree in a relevant field is required; a Master's degree in a related field is highly preferred.
- Minimum of 7-10 years of progressive leadership experience ideally with a role in healthcare.
- Proven ability to develop and implement strategic program plans that drive organizational goals and impact with experience in project management and budget development.
- Excellent leadership and team-building skills with experience in managing and motivating diverse teams.
- Superb written, communication skills and public speaking abilities.
- Complex problem-solving skills
- Work with staff to promote culturally competent workplace.

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