

POSITION DESCRIPTION

President and CEO

Reports To: Chair of the Board of Trustees Position Status: Exempt

Supervises: Chief Medical Officer, Effective Date: 9/2015
Medical Advisor- Quality Initiatives,
Vice Presidents, Executive Assistant

GENERAL SUMMARY

The President and Chief Executive Officer (CEO) of the Northwest Kidney Centers provides executive leadership, management and strategic direction for the entire organization. Structures and manages the organization to achieve the strategic plan and annual goals as approved by the Board of Trustees. Provides leadership and instills a cohesive working relationship with physicians, patients, management and staff responsible for achieving organizational quality, financial and growth goals. Ensures that the organization's activities and image are consistent with purpose and the philosophy expressed in the Mission, Vision and Values Statements. Ensures a cost efficient operation while advancing superior quality care and value. Monitors regulatory environments assuring compliance with governmental agencies. Reviews and watches industry movements to maintain a competitive advantage. Provides effective communication with related organizational, public and professional audiences

DUTIES and RESPONSIBILITIES

1. Assumes overall responsibility and accountability for all activities related to Northwest Kidney Centers.
2. Establishes a unified organization with all locations functioning and delivering service in a cohesive manner using standardized processes.
3. Initiates, organizes, plans and directs all organizational functions through executive, professional and support personnel.
4. Meets regularly with the Board of Trustees, Foundation Board, Medical Directors, Medical Staff and Leadership Team (managers) to review activities, report progress and disseminate information about the quality, finances and status of the organization.
5. Attends Board of Trustee, Foundation, Medical Executive and all board committees. Provides direct staff support to the Board, Executive

- Committee and designated other committees of the board. Provides regular communication to all board and board committee members.
6. Advises the Board regarding critical issues and strategic directions. Oversees development of the strategic plan and monitors progress towards its achievement. Formulates and develops plans for physician relationships and service improvement to maintain a competitive edge.
 7. Ensures that all patient care meets the highest of standards.
 8. Establishes the organization's annual operating performance goals for Board approval and completes performance variance analysis and communicates performance made.
 9. Commits to contracts on behalf of the organization per policy.
 10. Oversees preparation of annual budgets. Measures fiscal effectiveness for the organization and assures adherence to approved budgets, including regular financial reports to the Board and required outside agencies.
 11. Develops team environment among all staff members for consistent practices in employment and management of staff. Assures compliance with policies and procedures related to personnel management including hiring, terminating, evaluations, benefit packages and staff development in compliance with all state, local and federal regulations.
 12. Represents Northwest Kidney Centers as the liaison and spokesperson with other health organizations, community groups, government and third party payers.
 13. A monitor pending state and federal legislation as it affects the organization; serves as advocate and spokesperson to respond to potential changes.
 14. Maintains effective public relations skills and represents the organization publically and in the media.
 15. Ensures productive fund raising programs are in place and works with the NKC Foundation Board and Staff to achieve the fund development Plan.
 16. Conducts business practices in accordance with the highest ethical standards.
 17. Ensures compliance with State, Federal and other regulatory requirements.
- Performs other duties that may be necessary or in the best interest of the organization.

JOB CONDITIONS and PHYSICAL EFFORT

1. Must be able to communicate effectively in English on the phone, in writing, and in person.
2. Must be able to use a computer keyboard, mouse, and pull down windows in an efficient manner. Must be able to demonstrate use of appropriate software after training.

3. Physical activities require the ability to stoop, kneel, crouch, and reach; stand, walk, push, pull, lift; use fingers to manipulate items, grasping, feeling; talking, hearing, repetitive motions of hands, wrists, fingers and good eye-hand coordination.
4. The physical requirements include the ability to lift/move objects weighing up to 50 pounds infrequently, and lift/move objects weighing up to 35 pounds more frequently.
5. The position requires visual acuity to read, inspect equipment, and provide employee health procedures.
6. Must have ability to travel locally, nationally and internationally.

CUSTOMER SERVICE STANDARDS

All staff is responsible for demonstrating good customer service and professionalism.

1. **CONSIDERATION:** Greet customers promptly; Show courtesy; Recognize customers' needs; Respect privacy.
2. **CONCERN:** Listen to customers; Express appreciation; Be non-judgmental; Take responsibility.
3. **CONFIDENCE:** Show a positive attitude; Take personal initiative; Inform; Educate and reassure; Provide prompt follow-up.
4. **CONDUCT:** Hold appropriate conversations; Maintain a professional appearance; Establish teamwork; Show professional competency.

EDUCATION and EXPERIENCE

Master's Degree required.

Minimum of ten (10) years of progressive leadership roles in healthcare management.

Proven executive leadership skills that builds teamwork, enlist cooperation, and exemplify performance.

Demonstrated ability to work well with a non-profit Board of Trustees.

The above statements are intended to describe the general nature and level of work performed by people assigned to this classification. They are not to be considered as an exhaustive list of all job tasks performed by people so classified.

REVIEW and APPROVAL


Chair of the Northwest Kidney Centers Board of Trustees

9/24/15
Date