

## Chief Operating Officer, Contra Costa Health

*Class specifications are intended to present a descriptive list of the range of duties performed by employees in the class. Class specifications are not intended to reflect all duties performed within the job.*

### **DEFINITION:**

Under direction of Contra Costa Health's Director of Health Services, serves as a senior executive responsible for the overall operational performance, administrative functions, and service delivery of Contra Costa Health (CCH). Provides enterprise-wide operational leadership; develops and implements high standards of service excellence; promotes fiscal efficiency; and ensures a clear and consistent focus on improving patient and community health outcomes.

### **DISTINGUISHING CHARACTERISTICS:**

This single-position executive classification is distinguished by its department-wide operational oversight for Contra Costa Health, including Contra Costa Regional Medical Center, affiliated Health Centers, Contra Costa Health Plan, Behavioral Health, and Community Health and Safety divisions such as Public Health and Health, Housing and Homelessness. The incumbent sets clear operational goals, establishes accountability, and ensures effective, efficient delivery of high-quality, cost-conscious public health services.

Reporting to the Director of Health Services, the CCH Chief Operating Officer collaborates with executive leaders to develop strategy, align resources, and enhance organizational effectiveness across Contra Costa Health.

### **MINIMUM QUALIFICATIONS:**

**Education:** Possession of a master's degree from an accredited college or university in public health, hospital or healthcare administration, business or public administration, social or behavioral sciences, health sciences, social work, or a closely related field.

**Experience:** Seven (7) years of full-time (or equivalent) progressively responsible professional management experience within a healthcare or human services organization. This experience must include at least three (3) years in an executive-level leadership role within a large, complex, and diverse public or nonprofit organization providing health or human services.

### **TYPICAL TASKS:**

- Partner with the Director of Health Services and executive team to drive the implementation of Contra Costa Health's mission, strategic priorities, and organizational goals

- Serves as the Director of Health Services' designee in their absence, ensuring continuity of executive leadership, decision-making, and operational performance
- Plans, develops, and implements long-term system objectives, including modernization initiatives, service expansion, and strategies to support sustainable organizational growth
- Oversees department-wide operations to improve transparency, reduce duplication, increase efficiency, and implement consistent standards and best practices across the organization
- Develops and maintains collaborative working relationships with other County departments to strengthen coordination, promote innovation, and optimize service delivery
- Leads the adaptation of organizational systems and operations to effectively respond to evolving healthcare delivery models, financing structures, and managed care environments
- Collaborates with the CCH Chief Financial Officer in the financial management of CCH, including long-term budget planning and alignment of operational and fiscal strategy
- Provides oversight to Deputy Directors across all CCH divisions, ensuring alignment with organizational priorities and performance standards
- Oversees executive responses to regulatory and inspection findings, ensuring compliance, accountability, and continuous improvement across the health system
- Performs related executive duties as required to support overall system performance and strategic objectives

## **KNOWLEDGE, SKILLS, AND ABILITIES:**

### **Knowledge of:**

- Principles and practices of public health system organization and administration, including system planning, governance, and service delivery in complex, integrated environments
- Applicable federal, state, and local laws and regulations governing California health systems, including managed care, reimbursement, and compliance requirements
- Performance improvement methodologies, including problem-solving techniques, root-cause analysis, and continuous quality improvement principles
- Core operational functions such as human resources, compliance, information systems, workplace safety, and risk management
- Principles and best practices of public health and healthcare management
- Cost-control and operational efficiency strategies applicable to large, multi-service health systems

### **Ability to:**

- Provide executive leadership and direction across a large, complex, multi-service public health system
- Lead and inspire a diverse workforce, building high-performing teams and engaging effectively with staff at all levels
- Translate organizational mission and strategic priorities into actionable operational plans with measurable outcomes
- Establish accountability, develop and empower leaders, and align team strengths with organizational priorities
- Drive execution across a complex system while maintaining focus on strategic priorities and adapting to evolving operational demands
- Ensure compliance with applicable laws, regulations, accreditation standards, and oversight requirements
- Think strategically and systemically to anticipate emerging trends and risks and position the organization for long-term success
- Exercise sound executive judgment by integrating data, experience, and insight to make timely, effective decisions; take responsibility for mistakes appropriately
- Create accountability mechanisms to mitigate future problems
- Build organizational and workforce capacity through strong systems, processes, and talent development
- Navigate conflict and competing priorities transparently, ensuring stakeholders feel heard and understand decision-making rationale
- Identify operational challenges and develop constructive policies and procedures to address them
- Balance delivery of high-quality care with fiscal responsibility and budgetary constraints
- Stay current on emerging trends, innovations, and policy developments in healthcare administration

**Established: March 2026**