



Job Title: Chief Executive Officer

Reports to: Gardner Board of Directors

Apply here: <https://tinyurl.com/bdhn9bn3>

Organizational Profile

Join Us! Gardner Health Services' mission is to provide high quality, comprehensive medical and mental healthcare, including prevention and education, early intervention, treatment, and advocacy services which are affordable, respectful, culturally, linguistically and age appropriate.

Gardner Health Services is a \$80 million dollar, 501(c)(3) non-profit comprehensive health care corporation rooted in social justice advocacy. Comprised of 10 various clinics with locations in the Bay Area of California stretching from Gilroy to Atherton and focused in the San Jose area, Gardner's services are strategically located to ensure adequate coverage in the region and areas with the highest needs. Born of the Civil Rights Era, Gardner Health Services serves almost 46,000 Santa Clara and San Mateo County residents. Established in 1968, the corporation has grown now to eight (8) health centers, two (2) specialty service centers, and two (2) mobile units.

Employees at Gardner Health Services define the meaning of community service. Gardner employees are passionate about helping people in the community of which they are a part. Staff members are deeply valued both by the community in which they serve, their fellow colleagues, and company administration. A strong sense of teamwork, empathy, and dedication exists amongst Gardner staff that truly embodies what health care professionals should be. Gardner Health Services takes tremendous pride in seeing the growth and professional advancement of its employees. Employees enjoy a healthy work/life balance and a commitment to diversity and inclusiveness.

Services provided include: Family Practice, Pediatrics, Internal Medicine, Women's Health/OB-GYN, Podiatry, Chiropractic Care, Integrated Behavioral Health, Optometry, Dental, Pharmacy, and Health care for the Homeless Project, WIC, a variety of substance abuse programs, a drinking driving program, and a plethora of Specialty Mental Health service lines and programs.

Position Summary

The Chief Executive Officer (CEO) will report directly to the Board of Directors and is directly responsible for the overall leadership, management, and performance of Gardner Health Services and to maintain the vision and mission for the organization in collaboration with the Gardner Board of Directors. The CEO will oversee all essential functions of the organization, e.g., marketing, fund development, outreach activities, compliance, and quality assurance, across Gardner's eight (8) health centers, two (2) specialty service centers, and two (2) mobile units.

The Ideal Candidate Qualities

Our Ideal candidate will embody the ethos of Gardner in “healing humanity, one patient at a time.” This person will have a strong moral compass, demonstrating the ability to apply ethical judgment with strategic, technical and management skills, exhibiting values of fairness, honesty, integrity, and compassion. The ideal candidate possesses a strategic and inclusive leadership style, establishes close connections with our community, is a clear communicator and change facilitator, and has experience and knowledge of the community health center movement, in addition to:

Human-First Leadership: The CEO will demonstrate a human-first leadership approach that values every member of the Gardner community and believes in the capacity of our people. The ideal candidate will work with Gardner’s internal leadership team, developing a culture that is inclusive, strongly supports the staff, and is patient oriented. The leader will center diversity, equity, and inclusion principles in their policies and practices and must understand the importance of gender-identity, ethnicity and language within our staff, communities, and patient populations. The CEO will have experience with complex multi-million-dollar budgets. The CEO will have demonstrable staff leadership and development skills across different types of functions within an organization.

Strength in Building Community: The CEO will be critical in creating connections among various stakeholders that ensure the success of Gardner, especially under uncertainty. Maintaining our strong relationship with local and state government, local advocacy, and service organizations is essential. The ideal candidate will focus on maintaining authentic connections throughout the community. Gardner Health Services’ connections are critical components of the services we provide in our community and are an important part of fiscal and service needs. The CEO will foster a strong connection and understanding of our patient base, the majority of whom are Latino/a, and live at or below the federal poverty line. The ideal candidate will have multi-cultural competence to engender trust and support and be a strong community leader in empowering others and being open-minded.

Experience with, and Knowledge of, Community Health Care Centers: The ideal candidate will understand health center operations, systems, structure, and bring strong financial management and planning abilities, including fund development. Demonstrated understanding of the federally qualified health care space, working with unions and a unionized workforce, and developing organizational systems that work across nearly a dozen sites requires a leader with experience across functions and systems. This person will be a problem-solver, accountable, transparent, self-motivated, and demonstrate emotional intelligence.

Strength in Organizational Growth: The CEO will have the skills and temperament to lead Gardner through any forthcoming changes. This may include working with current staff to identify new systems that best support core functions, developing bold programs for patient centered service with new partners, and ensuring a culture of high morale among staff.

GENERAL RESPONSIBILITIES

Internal Responsibilities: The CEO will manage the overall operations, finances, and facilities of Gardner Health Services in accordance with the Board-approved policies, plans, decisions, and directives.

External Responsibilities: The CEO represents Gardner Health Services in its interactions with the community, legislature, executive branch of government, federal government officials, and other leaders within and beyond the health care community.

Interaction with the Board: The CEO is appointed by and reports to the Board of Directors and may be removed by the Board at its sole discretion. The CEO provides information and recommendations to the Board as requested and appropriate.

Internal Responsibilities:

Leadership and Culture

The CEO will be expected to respect every voice. They will listen to understand, seek different perspectives, and advocate for others. The CEO provides focused and effective leadership that ensures commitment to the organization's mission and vision; earns and maintains respect of partners, employees, the community, and the Board; sets an organizational tone that attracts, retains, motivates, and develops a highly qualified workforce. The CEO will break bias by challenging assumptions, decide deliberately, and do what is right and not what is easy.

Leadership Team and Development

The CEO recruits and develops a cohesive leadership team to implement organizational goals and strategies, holds leaders accountable for achieving performance goals, develops future leaders within the organization and values, and ensures that short-term and long-term goals and priorities are communicated and well-understood by the board.

Financial Leadership

The CEO focuses on the current and future financial performance of Gardner and sets the tone for financial discipline and the importance of financial balance to achieve the mission and vision. This includes exploring opportunities to strengthen the organization's financial position and organizational growth and development.

Operations Management

The CEO assures that the organization has suitable systems, policies, processes, and personnel for all aspects of operation. The CEO develops, implements, and maintains an ongoing compliance and continuous quality improvement (CQI) program. The CEO administers an effective Human Resources/Employee Relations program. Overseeing and implementing expansion and capital improvement projects, including financing associated with development projects, is another responsibility. The CEO will promote continuous learning, employee training development, and assessment.

External Responsibilities

Community/Partnership Focus

The CEO will develop partnerships that help achieve the organization's mission and vision and improve community health. They will work collaboratively with Federal, State, County and City Governmental organizations, non-profit organizations, institutions, corporations, and individuals; work with elected public officials, patients/clients, and community groups to implement the mission of the organization. The CEO will represent Gardner, in person or through correspondence, in affairs involving government agencies, health care organizations, community groups, voluntary agencies and the public at large. They will be adept at developing partnerships for the delivery of care, services and programs provided to the low-income community, including those services addressing the social determinants of health.

Communication and Marketing

The CEO will be able to work, interact, effectively communicate, and collaborate with many individuals. This includes, but not limited to, low-income patients, the homeless, the chronically mentally ill, clinicians, community workers, staff, elected public officials, Governmental agencies, grantors, foundations, corporations, non-profit organizations, among others.

Social Justice

The CEO will lead advocacy to address the health care disparities and inequalities that exist for the predominantly low-income Latino/a community, which is integral to Gardner's mission: improving the lives of our patients, community, and the development and growth of the organization.

Interaction with the Board

Board Relations

The CEO is the primary liaison between the Board of Directors and the broader Gardner community. The ideal candidate will keep the Board well-informed and maintain a positive working relationship with the Board that is founded on honesty, trust, and collaboration. The Board of Directors desires a CEO that serves as a change agent and embraces the transformation occurring in health care delivery and financing, thinks innovatively, seeks and values the opinions of others, and continually seeks new information and perspectives.

The CEO will take on additional duties as assigned by the Board of Directors.

COVID-19 Vaccination Requirement

As an employer in the Healthcare industry in Santa Clara County, Gardner Health Services follows all directives set by the County Health Officer. Click [here](#) for the latest directive, which requires all Healthcare employees to be fully vaccinated, unless otherwise exempted. Please review the attached order to determine your suitability, and we are happy to answer any questions you may have.

Qualifications: Education and Experience

- Education: Master's Degree or equivalent experience in healthcare, business, public health administration or related field, required.
- Experience: Requires five (5) years of experience in progressively more responsible managerial positions in healthcare, including experience with administration of managed healthcare plans. Minimum of five (5) years' experience as Chief Executive Officer (CEO) or Operations Officer of a health/managed care organization.
- Knowledge or experience in complex budgetary and audit processes, including financial reporting.
- Knowledge or experience, including laws and regulations, related to effective organization and personnel management.
- Knowledge or experience related to the delivery of healthcare services to a diverse cultural and socioeconomic population.

Language

- Fluent reading, writing, and speaking in English, required.
- Fluent in Spanish is highly preferred.

Knowledge and Skills

Knowledge

- Advanced knowledge of health access issues, the role of community health centers, quality management, population health, public health, and health information management
- Strong knowledge of legislation and funding at the federal, state, and local levels
- Working knowledge of grant administration and budgeting principles
- Working knowledge of financial management, audit, and human resource practices
- Working knowledge of contract negotiation and risk management

Skills

- Demonstrated acumen and ability to excel in a senior leadership role
- Board management and development
- Collaboration and facilitation
- Strong written and verbal skills
- Strong management and business skills
- Strong conflict resolution skills
- Strong people management and relationship building skills with natural orientation
- Cultivate belonging: model authenticity, find common ground and support each other

Physical Requirements

- While performing the duties of this job, the employee is occasionally required to stand, walk, sit, use hands to fingers, handle, or feel objects, tools, or controls, reach with hands and arms, balance, stoop, kneel, crouch or crawl, talk or hear.
- Ability to sit at a desk or computer terminal for 5-7 hours daily.
- The employee may occasionally lift and/or move up to 25 pounds.
- Specific vision abilities required by the job include close vision, distance vision, color vision, peripheral vision, depth perception, and the ability to adjust focus.
- Works inside and outside including motor vehicle travel between sites.
- Work/life balance for optimal health.

Compensation Package

Salary Range: \$350,000-390,000

Health Insurance

Dental Insurance

Vision Insurance

Life Insurance

Paid Time Off (PTO) and Holidays

Flexible Spending Account (FSA)

Tax-Deferred 403(B), 457(B) Retirement Plans

Travel & Relocation Reimbursement

EQUAL EMPLOYMENT OPPORTUNITY: It is the policy of Gardner Health Services to provide equal employment opportunity to all people without regard to race, color, ancestry, religious creed, national origin, disability, medical condition, gender, age, sexual orientation, or marital status.

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