



## **Laguna Rainbow Corporation – Chief of Operations Position Description**

---

### **CHIEF OF OPERATIONS (COO) POSITION SUMMARY**

This position reports directly to the LRC Board and works closely with the Laguna Rainbow Corporation (LRC) Nursing Home Administrator and Management Organization. This position provides leadership and coordinated oversight of operations and organizational development at two facilities; the LRC Nursing facility and the K'awaika Senior Center. The COO assists the LRC Board and LRC Senior Leadership Team with implementation of the organization's clinical operations and integrated eldercare delivery management. The COO reinforces care coordination through professional relationships with which the organization must partner and/or sub-contract to provide effective and efficient elder-specific services. The COO serves as the primary liaison between the LRC Board, Pueblo of Laguna Tribal Leadership, the LRC Management Organization Leadership, State and Federal Agencies, and needed service delivery partners. The COO must possess the ability to understand, respond, and translate long-term care and home health care market and operational dynamics to the Board of Directors and community leadership as needed.

### **STRATEGIC FOCUS:**

- Develop strong organizational infrastructure and operational efficiencies
- Ensure organization-wide compliance to policies, guidelines, plan priorities, and regulatory requirements
- Ensure coordination between the LRC and its strategic partners
- Strengthen the organization's financial and quality service delivery standing

### **ESSENTIAL DUTIES:**

1. Responsible for researching and ensuring program and corporate compliance with health care policies and procedures and external regulatory bodies. This includes clinical goals and the method of achieving agreed upon benchmarks in coordination with the Management Organization.
2. Facilitates the development of a long-range strategic plan, a viable governance structure, and quality service delivery objectives.
3. In coordination with the Board and Management Organization, responsible for the development of an operational plan and corresponding budget development and review of revenues, expenses, staffing, and capital needs.
4. Facilitates and leads process improvement through culturally-appropriate team development, data gathering and analysis, problem solving, and project management.
5. Facilitates facility improvement transactions and contract agreements in coordination with the LRC Board and the Management Organization as necessary.
6. Assures compliance with all funding source requirements and regulations. This includes ensuring that purchase and spending practices are in compliance with approved operating budget, state and federal grant regulatory requirements, and Pueblo of Laguna agreements.
7. Facilitates changes in organizational systems, policies and procedures, and all quality improvement processes within the organization as approved by the Board, and in coordination with the Senior Leadership Team. That includes assurance of appropriate information flow and understanding of overall process improvement direction, policies and procedures, organizational systems.
8. Recommends and enforces appropriate measurement, analysis and evaluation methods to accurately identify and document process improvements and quality service delivery.



## **Laguna Rainbow Corporation – Chief of Operations Position Description**

---

9. Oversees grants management. Actively seeks grant opportunities, assisting in preparation, application submission and ensuring program compliance and administration occurs once the grant is received.
10. Resolves problems related to utilization of facilities, equipment, and supplies for the organization.
11. In coordination with the Senior Leadership Team, the COO identifies seminars, training sessions and in-services that will keep staff current with trends, practices, and areas of compliance in health care administration and elder service delivery.
12. Leads staff, management, and provider meetings, as necessary.
13. Reports directly to LRC Board of Directors on all operational, program, resource development, and budgetary agreements or negotiations.
14. Serves as spokesperson and lead presenter for LRC at the request for the LRC Board.

### **Qualifications:**

- Minimum Bachelor's degree in business or related field.
- Eight+ years direct experience in operational management, organizational development, human resource management, budget and resource development, and strategic planning.
- Effective communicator, both written and verbal, with proven interpersonal skills.
- Desired experience in working within or supporting health systems.
- Laguna preference desired, but not required.

### **Compensation and Application Details:**

- Full-time position with benefits.
- Work location is at the Pueblo of Laguna at the Laguna Rainbow Corporation facility.
- Starting salary begins at \$85,000, which will be negotiated upon demonstrated experience.
- Submit a letter of interest, resume, and three professional references to [apply.LRC@gmail.com](mailto:apply.LRC@gmail.com).
- Position will remain open until filled.