



Heading Home

Job Title: Chief Medical Officer
Program: Heading Home
Reports To: Chief Executive Officer
Hours: Various

Exempt Non-Exempt Non-essential

Summary:

The Chief Medical Officer oversees all day-to-day clinical/medical operations of all Heading Home programs. Develops policies and procedures for all Heading Home staff related to clinical billing, and operations. This position directly supervises executive directors, and includes clinical and medical billing expansion, and program improvements.

In addition, the position serves as the chief Medicaid/Medicare administrative officer whose duties are described below under Administrative Officer Duties.

Essential Duties & Responsibilities:

Duties of the Chief Medical Officer include the following. Other duties may be assigned.

- Maintains optimal organizational structure and work environment, consistent with fulfilling Heading Home's vision.
- Responsible for overall performance, compliance and improvements of programs and systems.
- Responsible for executive staff performance, evaluation and training.
- Meets regularly to supervise and support staff who directly report to this position.
- Assists in the development and implementation of administrative medical billing standards and procedures related to billing, personnel, staff development and physical facilities.
- Responsible for fiscal oversight of relevant capital budgets, and medical billing practices.
- With guidance from the CEO, sets the tone, direction and development of programs and projects.

Administrative Duties:

The Chief Medical Officer is responsible for the management of the following:

- Processing clinical and operational invoices, check requests and payment disbursements.
- Facilitate resolution for executive and staff conflict where necessary.
- Facilitating communication between organization locations by attendance in weekly/bi-weekly meetings at the Annex location.
- Facilitating All-Staff meetings and executive staff meetings.
- Serve as partner or surrogate to the CEO for such meetings as the CEO deems necessary.

The responsibility of all Heading Home employees includes the following:

- Always represent and promote Heading Home in a positive and professional manner.
- Maintain good attendance and punctuality in keeping with Heading Home Policies.
- Attend all staff and organizational meetings as required.
- Observe and practice safe work habits and practices in compliance with regulations, statutes and organizational policies.
- Maintain client, resident, guest and organizational confidentiality in compliance with organizational policies and procedures.
- Read, understand and comply with all guidelines of the Heading Home Employee Handbook.

Other Duties & Responsibilities:

- Participate in agency strategic planning.
- Participate in community and fundraising events and community forums, as needed, to develop opportunities to promote agency goals.
- Serve as the surrogate, after the COO; in the absence of the CEO, as the main contact staff in charge of the organization.
- Fulfill data collection and documentation as required by compliance with outside oversight agencies and medicaid, medicare standard billing requirements.
- Prepare and submit to CEO data and reports as needed.
- Train new clinicians on the facility's policies and keep current medical/clinical staff up-to-date on changing health regulations.

Qualifications:

To perform this job successfully, the individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Education and/or Experience:

Bachelor's or Master's Degree in Health Administration, Medical, Social Services, or Planning. Valid Medical License. Minimum five + years' of clinical experience, and 4 + years' in management and administration. A working knowledge of homeless programs and other service providers in Albuquerque, NM, as well as a familiarity with community-wide efforts to address issues of homelessness. Clinical risk management experience.

Skills

- Knowledge of QuickBooks, Microsoft Suite, Google Workspace.
- Knowledge of Medical Billing and HR principles.
- Knowledge and experience with management of clinical and government contracts.
- Ability to communicate effectively both orally and in writing.
- Ability to meet deadlines.
- Proven record of leadership.
- Good organizational skills.
- Excellent written and verbal communication skills.
- Exceptional interpersonal skills.
- Bilingual, preferred.

Other Requirements

- Valid New Mexico driver's license and reliable transportation.
- Must be willing to participate in workshops and training sessions.

The job description does not constitute an employment agreement between the employer and employee and is subject to change by the employer as the needs of the employer and requirements of the job change.

Signature _____
Chief Medical Officer

Date: _____

Signature _____
Chief Executive Officer

Date: _____