



# SANTA ROSA COMMUNITY HEALTH

**Job Title: Chief Executive Officer**  
**Reports to: SRCH Board of Directors**  
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## ORGANIZATIONAL PROFILE

**Join Us:** United in heart, health, and justice, Santa Rosa Community Health (SRCH) provides excellent, comprehensive, culturally responsive health services that meet the needs of our diverse community. Every day, we open our doors to care for patients in a way that honors them and meets their health and social needs. We welcome everyone with compassion and respect for their culture, language, identity, and values. Now in our 25th year, over 40,000 children, youth, families, adults, and elders rely on the SRCH team for the medical, dental, and mental health care and wrap-around services they need to get and stay well.

SRCH plays an essential role in providing quality medical, dental, and mental health services to those who otherwise would have nowhere to go for health care. Nearly 30,000 of our patients (80%) live at or below the federal poverty guideline, and the number of uninsured patients we serve has grown to 26% of our patient population. We pride ourselves in our human-centered, trauma-informed approach to care and our focus on diversity, equity, and inclusion to create the health equity we envision for our community. For more information, [click here](#).

## POSITION SUMMARY

Reporting to the Board of Directors, the CEO provides strategic leadership for the organization by working with the community-based Board of Directors and the Executive Leadership Team to establish long-range goals, strategies, plans, and policies.

The CEO is responsible for leading all aspects of the organization including organizational culture, operations management, clinical services, external partnerships, community relations, and fundraising. Driven by the core values of the organization, the CEO is the primary face and voice of the organization to a wide variety of stakeholders.

The CEO leads recruitment and retention efforts to ensure the organization supports a talented core of clinical, management, and support staff to achieve its strategic vision and goals. The organization currently has about 500 employees and an annual budget of \$80 million.

## THE IDEAL CANDIDATE

The ideal candidate possesses a strategic, 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.

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**Strategic, inclusive leadership style.** The ideal candidate will work with Santa Rosa's internal leadership team, developing a culture that is outcomes-oriented and data-driven, decisive, and inclusive of staff ideas. The leader will be emotionally intelligent and motivating, and driven by diversity, equity, and inclusion principles to determine organizational priorities and fair, equitable policies and practices.

**Connected with community.** Santa Rosa's patients are 63% Latinx and 80% 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. The CEO will be able to build and strengthen partnerships with local organizations, as well as with state and federal elected officials, regional organizations, and national organizations.

**Clear communicator and change facilitator.** The ideal candidate will be confident, bold, courageous, having the ability to listen, understand and inspire others while keeping the internal team, local partnerships, and other initiatives moving forward. The new CEO will be a steady force as they shepherd SRCH into the future by creating a vision for change, embodying and embracing change. The candidate will have superior written and spoken communication skills, and personify the highest degree of professionalism, empathy, integrity and openness.

**Experience and knowledge of the health center movement.** The ideal candidate will understand health center operations, systems and structure, be business-minded, and bring strong financial and planning abilities.

## DUTIES AND RESPONSIBILITIES

### Leadership

- Develops strategic priorities and key policies with the board and executive team and oversees their implementation. Drives executive decision-making in a highly mission-centric and value-based manner.
- Represents the organization with business partners, community leaders, and professional organizations.
- Recruits, leads, supports, and motivates a high-performing Executive Management Team, and extends career development pathways to all employees.
- Communicates with the board and provides regular reports on operations and strategic initiatives, and actively participating in board meetings. Works with the board executive committee to set priorities and create meeting agendas.

### Organizational Culture

- Facilitates affirmative, constructive interactions among staff, patients, families, and the community by demonstrating sensitivity to differing cultures, behaviors, and wellness perspectives.
- Champions diversity equity, and inclusion within the board, staff, community groups, and vendors.
- Fosters a sense of teamwork and common purpose among all health center staff. Champions a healthy organizational culture that results in employee engagement, retention, and operational excellence.

### Operations Management

- Provides leadership for all operations, including finance, human resources and diversity, systems and technology, quality, and development and communications. Fosters an environment of continuous improvement.
- Oversees the development of a budget that accurately projects resources available and expenditures required to meet goals and objectives.
- Implements measures to ensure financial viability and operational efficiency. Ensures compliance with commitments in grants and contracts.
- Responsible for tracking and assessing key performance indicators and strategic initiatives.

## **Clinical Services Oversight**

- Collaborates with the Chief Medical Officer and Chief Quality Officer to ensure high quality clinical services.
- Responsible for ensuring necessary clinical policies and procedures, and clinical systems are in place.

## **External Partnerships and Community Relations**

- Serves as the organization's top ambassador to the community.
- Upholds a positive public image and develops relationships through community organizations and the media, including finding and expanding sources of funding.
- Monitors changing community health services needs and evaluates the ability of programs to meet those needs.
- Collaborates with organizations to further the goals of community health and strengthens relationships with other care providers through membership in forums and alliances.
- Participates in local networks, county, state, and regional task forces, and other organizations to facilitate new programs and enhance service delivery to Medi-Cal eligible clients.

## **Fundraising Initiatives**

- Serves as the public spokesperson for the organization's development endeavors including fundraising events, major donor engagements and other cultivation efforts.
- Champions a culture of gratitude by personally acknowledging donors and cultivating relationships that lay the groundwork for future giving.

## **QUALIFICATIONS: EDUCATION AND EXPERIENCE**

- Bachelor's Degree
- Graduate Education in a relevant field, preferred
- Minimum 7 years progressively responsible executive experience within health centers or related not-for-profit organization
- Proven experience overseeing a highly complex, multi-funded organization
- Prior bottom-line accountability for an organization with a \$40M+ budget
- Experience successfully hiring, coaching, and retaining high-performing, senior-level professional staff
- Successful experience developing and sustaining collaborative relationships
- Experience and skill in board relations and governance
- Preferred working experience with unionized environments
- Experience working with and within vulnerable communities
- Diversity, equity, and inclusion experience

## **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

## PHYSICAL REQUIREMENTS

**While performing the duties of this job, this position is frequently required to do the following:**

Use standard office equipment and access, input, and retrieve information from a computer. Use computer keyboard with manual and finger dexterity and wrist-finger speed sufficient to perform repetitive actions efficiently for extended periods of time.

Communicate effectively in person or via telephone in a manner which can be understood by those with whom the person is speaking, including a diverse population.

Give and follow verbal and written instructions with attention to detail and accuracy.

Perform complex mental functions and basic arithmetic functions; interpret complex laws, regulations, and policies; collect, interpret, and/or analyze complex data and information.

Vision: see details of objects at close range.

Coordinate multiple tasks simultaneously.

Reach forward, up, down, and to the side.

Sit or stand for minimum periods of one hour at a time and come and go from the work area repeatedly throughout the day.

Lift up to five (5) pounds.

## COMPENSATION PACKAGE

Santa Rosa Community Health is an Equal Opportunity Employer. It is a National Quality Leader health center, named one of the area's Best Places to Work repeatedly by the North Bay Business Journal. Benefits start the first day of the month after 30 days of continuous active employment for employees scheduled to work at least 20 hours per week.

### Salary

- The salary range for this position is \$300,000 - \$400,000.

### Travel & Relocation Reimbursement

- Covers the cost of airfare, hotels, car rental and some meals to visit and interview at SRCH
- Up to \$10,000 family moving allowance (based on receipts)

## **Health Insurance**

- Choice of two health plans: Kaiser Permanente HMO Plan or Western Health Advantage HMO Plan
- SRCH pays 100% of the premium for all regular non-union employees scheduled to work at least 32 hours per week

## **Dental Insurance**

- Choice of two dental plans: Delta Dental Plan or California Dental HMO Plan
- SRCH pays 100% of the premium for all regular non-union employees scheduled to work at least 32 hours per week

## **Vision Insurance**

- VSP plan available
- Employee pays 100% of the premium at competitive rates

## **Life Insurance**

- SRCH provides a Group Life and Accidental Death and Dismemberment Plan of \$25,000 through Mutual of Omaha for all employees scheduled to work at least 32 hours per week

## **Paid Time Off (PTO) and Holidays**

- Generous PTO plan starting at accrual rate of 30 days annually
- 11 Paid Holidays annually

## **Salary Continuation**

- Employee paid Short-Term and Long-term Disability Insurance plans available at competitive rates
- Aflac plans available at competitive rates

## **Flexible Spending Account (FSA)**

- Employees can withhold pre-tax funds from their paycheck for health expenses

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

- SRCH provides a 403(b)-retirement plan for eligible employees
- SRCH employer contribution of 3% of employee salary; increases to 4.5% in year four and to 6% in year eight
- SRCH provides a 457(b)-retirement plan to a select group of highly compensated employees as a supplement to the SRCH 403(b) plan.
- The 457(b) plan gives employees the opportunity to contribute additional pre-tax dollars toward your retirement savings.

[Apply here](#)