

**River Hills Community Health Center – Large Enough to Serve, Small Enough to Care
May 4, 2021**

Position Specification: Chief Executive Officer, River Hills Community Health Center, Ottumwa, Iowa

Our mission as an organization: To improve the health outcomes of our patients by providing exceptional healthcare services.

What we envision for ourselves: To be recognized in the community as the provider of choice for high-quality comprehensive health care.

The Opportunity

River Hills is currently seeking a visionary, dynamic, imaginative, driven, and passionate, leader to evolve our organization to the next level. We are seeking candidates that will lead our organization’s staff, continue to develop our regional facilities, and work with our Board of Directors to provide first-in-class direct medical care to those in need. You will be responsible for activating the wide array of caring professionals and providers that live in our area and work at River Hills, guiding and managing our growth in a way that transforms the lives of those who River Hills serves as a strong community partner.

By providing access to exceptional, compassionate, and inclusive health care, River Hills Community Health Center improves the lives of those it serves. River Hills Community Health Center is a patient-driven, inclusive organization, that achieves quality patient outcomes through evidence-based practices, measurable outcomes and improvements to quality of life, and meaningful engagement with the community.

To lead River Hills, you must be a good listener, friendly, professional, have high character and a high level of integrity, and a sense of humor. We are seeking someone who is willing to establish roots in our vibrant community, located just over an hour from Des Moines in the heart of Southeastern Iowa.

About Our Organization

River Hills Community Health Center presents patient-centered medical care. You are the central focus of your treatment. We form a team that includes health-care professionals, trusted friends, family members (with your consent), and you. This team works together to help you make the best choices about your health. Whether you’re insured or uninsured, we believe everyone should have access to affordable health care.

- Medical Services
- Women’s Health Services
- Dental Services
- Behavioral Health
- Pediatric Services
- Family Planning Services

River Hills Community Health Center is available to provide comprehensive, high-quality medical services to Southeastern Iowa. The Health Center is a Million Hearts Hypertension Control Champion by the CDC and was awarded the Health Center Quality Meter for 2017 by HRSA. Our providers are here to assist you in any way they can. We care about your health.

OUR CORE VALUES

River Hills Community Health Center incorporates the following core values into our daily delivery of health care:

▶ Evidence-based practices	▶ Commitment
▶ Fiscal responsibility	▶ Team work
▶ Compassion	▶ Accountability
▶ Continuous quality improvement	▶ Respect for our patients and staff
▶ Community partnerships	

Priorities

We are seeking well qualified candidates that will help our organization achieve the following:

- **Organizational Growth:** As we continue to expand, we need someone to help build bridges with other communities, recruit and retain strong staff members, and grow our scope of services to meet the changing needs of our service areas;
- **Productive Work with Board / Build Trust:** We have an engaged volunteer board deeply invested in our organization’s success. Successful candidates will have had experience in working with these types of boards, understand the roles and responsibilities of board and staff members, and is able to build consensus with our board through fruitful collaborative efforts;
- **Adapt into a Strong Existing Team Culture:** We have been very fortunate to have a strong leader in our past CEO, who helped us establish a strategic plan, an engaged staff, and a vision for our future. We are looking for a leader who is dynamic, adaptable, and fits well in the positive culture that exists at River Hills, while bringing and leveraging their own strengths and talents in their role as a Leader;

- **Fiscal Responsibility:** With our growth, we have a growing need to monitor and cultivate fundraising and grant opportunities. Experience developing, balancing, and maintaining a budget are highly desirable skills from you as a candidate.

Core Responsibilities

As our Chief Executive Officer, we will look to you for guidance in the following areas, including but not limited to:

- Support for the Board of Directors;
- Directing and participating in public relations activities and promoting the health center in our region;
- Convene, set vision for, mentor, and lead the Senior Management Team (SLT);
- Develop and implement the health center's short and long-range program and project goals;
- Monitor, evaluate, and approve the organization's services to ensure achievement of established goals and the strategic plan;
- Identify resource development goals and funding plans;
- Oversee management and attainment of resources necessary to ensure the stable financial operations of the organization are conducted in accordance with applicable laws in collaboration with the COO/CFO;
- Develop and implement staffing activities of the organization in conjunction with the Director of Human Resources;
- Establish, maintain, and cultivate relations with community, region, and collateral agencies, such as HRSA that support health center programs and activities;
- Collaborate with the Board of Directors to maintain and develop an effective and motivated Board, including finding candidates, recruiting, onboarding and engaging of Board members in meeting the strategic goals and priorities of RHCHC.
- Serve as the point of contact for the organization to the community at large.

Leadership and Culture

We are seeking the following in a new leader for River Hills. Candidates must have a proven track record of success exemplifying the best qualities of each of the below. Our organization functions as a core piece of the culture of Ottumwa and the surrounding area, and that helps define what our region expects from us and what we can strive to provide to them. We are seeking a leader who understands and embodies that – that is a good fit for us and for those we serve:

- High Empathy and Able to Relate to Staff and the Public at Large
- Genuine / Authentic
- Exceptional Communication Skills
- Trustworthy and Able to Cultivate Lasting Partnerships
- Able to Build Organizational Influence, Sustainability, and Stature
- Able to Build Consensus / Persuade and Build Effective Relationships with Stakeholders
- Adaptable and Dynamic to Changing Circumstances, Financial Constraints – Resourceful and Innovative
- Able to Accept and Integrate Constructive Criticism
- Good with Change and Able to Successfully Navigate Conflict
- Willing to Have Difficult Conversations and Able to Develop and Engage Staff Members
- Trends Away from Micromanagement and Allows Internal Leaders to Grow and Flourish

Knowledge, Skills, and Abilities

Some Key things we are looking for in a new leader:

General Skills

- Financial Acumen / Understanding of Healthcare Financials
- Knowledge of FQHCs / Experience Working with FQHCs

Communication Skills / Board Relationships / Collaboration

- Comfortable with People from Diverse Demographic Profiles (Both Ethnicities and Socioeconomics)
- Proven History of trends of being outgoing, professional, involved in the community
- Relatable, patient, dynamic communication style
- Comfortable with public speaking
- Open and Transparent
- Knowledge of Working with Non-profit Boards and Volunteer Board Governance

Team Leadership Style

- Proven History of Caring for Their Staff
- Good Cultural Fit for River Hills and the Ottumwa Area

- Ability to Show Strong Leadership in Face of Adversity and Dynamic Circumstances
- Appreciates the Organization, Volunteers, Staff
- Able to Adapt to Existing Strategic Plan and Leverage the Strengths of the Organization
- Results Oriented; Strong Strategically

Competencies

- Experience Working with Government Agencies, Monitoring Legislative Affairs, and Funding Streams
- Experience in Healthcare Program Development + Staffing

Education and Experience

- 10+ Years of Healthcare Experience
- Bachelor's Degree in Healthcare Related Field / MHA or Similar
- *Preferred* – Master's Degree in Healthcare Related Field / MHA or Similar

Compensation

Compensation and benefits will be competitive and commensurate with education and experience.

Board of Directors

Our Board of Directors: <https://www.riverhillshealth.org/about-us/board-of-directors/>

Location

The city of Ottumwa, Iowa, is located in Wapello County in the southeast region of the state. With a population of nearly 25,000, Ottumwa is a Main Street community with a revitalized downtown district, anchored by a Public Library, City Hall, and County Courthouse all part of the National Register of Historic Places.

Ottumwa is growing. A number of different types of dynamic developments have spurred a great deal of additional interest in Ottumwa. Locally owned businesses, as well as national corporations continue investing in our community through expansion and/or opening new facilities in Ottumwa. The commercial districts and industrial base make Ottumwa a strong, viable and expanding community and attractive to growing families. Through progressive partnerships between City government and private business and industry, we are looking forward to an era of growth.

Community Information

About River Hills: <https://www.riverhillshealth.org>
About Ottumwa: <https://www.ottumwa.us>
Ottumwa Legacy Foundation: <https://www.orlf.org>

Contact

A resumé and cover letter should be sent to Joe Benesh by June 1, 2021 to ensure consideration.

Joe Benesh
President + CEO
The Ingenuity Company
joe@ingenuitycompany.com
305.450.9120