



Hope Clinic for Women
Chief Operating Officer Position Announcement

Position: Chief Operating Officer

Reports To: Owners

Classification: Full-time, exempt

Location: Granite City, IL

Make a difference, come join our team!

Job Summary

The Chief Operating Officer (COO) is responsible for aligning the facility's clinical operations with Hope's overall strategic vision in partnership with the Chief Medical Officer.

The COO will be responsible for ensuring the smooth and efficient daily operations of Hope Clinic and will have direct or indirect oversight of organizational systems, human resources, workflow, quality assurance, compliance, information technology, facilities, and security. They must be hands-on and will be an essential contributor in shaping the future of Hope Clinic, a highly regarded healthcare practice and key abortion provider in the Midwest. The COO will help develop and improve systems to deliver high quality, cost effective medical care and improve patient outcomes and satisfaction while implementing the organization's strategic plan.

Essential Duties and Responsibilities

Primary responsibilities include but are not limited to the following:

General Business Operations

Administration: Oversee Hope's general business operations, including patient scheduling and satisfaction, clinic productivity and efficiency, contracts, and financial and operational updates to clinic ownership.

Facility/Purchasing: Supervise the facility manager and ensure safe and updated working order of the facility. Oversee inventory, costs, and supply management of medical and office supplies.

Security: Oversee general security operations, clinic's on-site security guard, security and disaster preparedness plans, liaise with external security organizations, including the police, FBI, NAF, Justice Department, and ATF.

Information Technology: Oversee IT day-to-day operations and facilitate increased utilization of technology to support healthcare delivery.

Management/Human Resources

Provide direct oversight of Hope Staff in partnership with the Chief Medical Officer to include leading regular staff meetings, hiring, training, continuing education, payroll, employee benefits, etc.

Patient Care

Promote a team approach to delivering high-quality, cost-efficient care with patient satisfaction as the top priority. Implement practical tools to improve operational efficiency and control costs.

Strategic Planning/Business Development

Work with owners and leadership team to align short and long-term business planning goals and execution in alignment with the mission and values of the organization.

Financial Health and Operations

In conjunction with the Chief Medical Officer, collaborate on developing and managing the budget based on broad organizational goals and ensure budget levels are met for revenue and profitability, as well as oversee and manage funding and grant activities and opportunities. Review and analyze financial statements regularly. Supervise insurance billing and credentialing.

Quality Assurance/Compliance/Legal

Assist the Chief Medical Officer with compliance of NAF, OSHA, CLIA, IDPH, and all other local, state, and federal level regulations and standards. Liaise with outside legal counsel to ensure the clinic continues to fulfill all responsibilities related to HR, corporate compliance, and security.

Community Outreach/Public Relations

Serve as a spokesperson for Hope Clinic in various forums, including managing media requests and engagement, oversight of Hope's social media presence, attending professional conferences, and fostering strong relationships with partner organizations, such as NAF, ACN, and local and regional clinics. Oversee Hope Clinic's political advocacy efforts and collaborative work with local and national advocacy groups.

Required Experience, Knowledge, and Skills

- Degree: High school diploma or equivalent required.
- Experience: Minimum 5 years of management experience in reproductive or sexual health, outpatient health care, or similar clinical services. Previous experience in abortion care is preferred.
- Effective leadership capabilities, including strong organizational and time management skills, the capacity to manage multiple ongoing projects, robust analytical and problem-solving skills, and the ability to drive strategy and innovation
- Strong understanding of budgets, financial statements and reports, and strategic planning
- Handles sensitive information with the highest degree of integrity and confidentiality
- Demonstrated commitment to providing quality healthcare and excellent customer service while addressing daily operational challenges efficiently
- Astute, able to grasp new concepts quickly
- Collaborative team member with strong interpersonal and management skills
- Technically proficient with a broad knowledge of organizational IT needs
- Knowledge of and experience in executing efficient healthcare operations
- Industry awareness: knowledge and experience with abortion clinic standards, efficient delivery of care, and the resources available to patients

- Unwavering commitment to protecting abortion access and reproductive justice
- Cultural self-awareness and demonstrated ability to address diversity, equity, and inclusion issues within organizational culture, practices, and policies
- Previous experience in legislative, political, or patient advocacy is highly desirable.

Salary and Benefits

The starting salary for this position is \$100,000 to \$115,000 per year. Benefits include: health, dental, vision, life insurance; paid time off, family leave, and eligibility for 401K after 1 year of employment.

Hope's commitment to diversity, equity, and inclusion

Diversity is a core value at Hope Clinic. We are passionate about building and sustaining an inclusive and equitable working and growth environment for all employees. We believe every member on our team enriches our diversity by exposing us to a broad range of ways to understand and engage with the world, identify challenges, and to discover, design and deliver solutions. Hope Clinic is dedicated to fostering a team built on collaboration, opportunities for growth, compassion, and striving for excellence. Hope Clinic is committed to cultural diversity and strongly encourages applications from diverse candidates. Hope Clinic is an equal opportunity employer and will not discriminate in employment opportunities based on race, color, religion, gender or gender identity, marital status, sexual orientation, national origin, age, disabilities or any other characteristics or status protected by federal, state or local laws.

Hope Clinic

Hope Clinic is an independent healthcare facility that provides abortions to approximately 24 weeks alongside additional sexual health services. We are a state licensed ambulatory surgery center with more than thirty members on our team, and our mission is to advance reproductive health and justice by providing safe, respectful, and accessible abortion and sexual healthcare. We also train health care providers from regional hospitals in first and second trimester abortion care and we are a proud member of the National Abortion Federation (NAF), the Abortion Care Network (ACN), and a founding member of the Regional Logistics Center.

Hope Clinic for Women is in the midst of an exciting organizational transformation, including a comprehensive strategic and business planning process to determine our vision for the future, the values which we will operate, the threats against us and our patients, opportunities to grow and evolve to meet those threats, and our path forward for the next decade.

How to Apply

Submit a resume and cover letter to info@hopeclinic.com.