

**LIFE MANAGEMENT CENTER OF NORTHWEST FLORIDA, INC.**  
**JOB DESCRIPTION**

**DATE ESTABLISHED:** 10/30/2020

**DATE REVISED:** 08/10/2023

**DATE REVIEWED:** 08/10/2023

**DATE APPROVED:** 08/10/2023

**TITLE OF POSITION:** Chief Operating Officer (COO)

**POSITION NUMBER:** 45

**PROGRAM:** Administration

**MINIMUM TRAINING AND EXPERIENCE REQUIREMENTS:**

Master's degree in a behavioral health discipline. Active license as a Mental Health Counselor, Clinical Social Worker, or Marriage and Family Therapist under Chapter 491 Florida Statutes, or as a Psychologist under Chapter 490 Florida Statutes, or Florida licensure and national certification as a Psychiatric Nurse Practitioner. A minimum of 10 years of post-degree behavioral health services experience is required; at least 4 years of which must have been senior executive experience. Experience with electronic medical record systems, information technology, data analytics, grant writing and development of new behavioral health services is preferred. The successful candidate will be self-motivated, detail oriented, well organized, client-focused, and a team player.

Compliance with minimum standards for screening of mental health personnel as contained in F.S. 394.4572.

Life Management Center maintains and enforces a drug-free workplace policy. Information on the Drug-Free Workplace Policy is contained in the employee handbook and is set forth in the Drug-Free Workplace Policy available through the Human Resources Department.

**SUPERVISOR:** President and Chief Executive Officer

**POSITIONS SUPERVISED:** Program Director for Crisis Services, Program Director for Family Services, and Program Director for Adult Outpatient Services. The IT Supervisor, Maintenance Supervisor, Quality Assurance, Access Center Supervisor, and other leadership staff may be assigned.

**SALARY MINIMUM:** Dependent upon degree and applicable experience.

**WAGE AND HOUR STATUS:** Exempt (Executive)

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**DESCRIPTION OF DUTIES AND RESPONSIBILITIES:<sup>1</sup>**

**ESSENTIAL FUNCTIONS** (Essential functions of this position are listed below. The position also includes additional functions as needed and/or assigned by the supervisor.)

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<sup>1</sup> Expectations regarding quality and quantity of work are further delineated in the criteria-based performance appraisal.

1. Complement the CEO's experience and management style and collaborate with the CEO and senior management staff in facilitating and driving organizational vision, operational strategy, goals, and objectives.
2. Ensure that various clinical programs operate in accordance with: (a) policies and procedures of the Life Management Center of Northwest Florida, Inc., (b) contract provisions, (c) legal rules and regulations, (d) CARF accreditation and (e) professional standards.
3. Analyze internal operations; identify systems and processes to improve quality, efficiencies, and productivity; and work collaboratively on service enhancements with the Chief Executive Officer and senior management team.
4. Monitor performance data, quality measures, productivity standards, client feedback, and facilitate program, and continuous service quality improvements.
5. Collaborate with the CEO and senior management staff on operations of clinical behavioral health treatment and prevention services and programs.
6. Supervise and facilitate the development of program directors and various supervisors. Recruit assigned staff, initiate hiring, facilitate the development of staff performance objectives, complete performance evaluations, and develop corrective action plans for assigned personnel as necessary.
7. Construct program budgets and achieve program fiscal objectives.
8. Respond to the behavioral health needs of persons in our community through the development of new services, programs, and by working collaboratively with the CEO and senior management team to develop such services and to obtain new service income, contracts, and grants.
9. Maintain and build trusted relationships with community agencies, health care providers, community partners, potential donors, and key stakeholders.
10. Design and complete timely and accurate service and financial reports.
11. Provide and conduct staff training and professional presentations within the community.

**Physical Requirements:**

Activity	Expectation		
Standing	<input type="checkbox"/> Minimal	<input checked="" type="checkbox"/> Moderate	<input type="checkbox"/> Frequent
Sitting	<input type="checkbox"/> Minimal	<input type="checkbox"/> Moderate	<input checked="" type="checkbox"/> Frequent
Driving vehicles	<input checked="" type="checkbox"/> Minimal	<input type="checkbox"/> Moderate	<input type="checkbox"/> Frequent
Lifting and/or Carrying	<input checked="" type="checkbox"/> Minimal	<input type="checkbox"/> Moderate	<input type="checkbox"/> Frequent
Bending and/or Stooping	<input checked="" type="checkbox"/> Minimal	<input type="checkbox"/> Moderate	<input type="checkbox"/> Frequent
Climbing Stairs and/or Ladders	<input checked="" type="checkbox"/> Minimal	<input type="checkbox"/> Moderate	<input type="checkbox"/> Frequent
Walking or Moving (between offices, other facilities, etc.)	<input type="checkbox"/> Minimal	<input checked="" type="checkbox"/> Moderate	<input type="checkbox"/> Frequent

Speaking:  Yes  No  
 Hearing:  Yes  No  
 Reading Comprehension:  Yes  No

Ability to lift and carry up to 15 pounds.

Ability to handle stressful situations:  Minimal  Moderate  Frequent

	Infrequent (2 to 3 times year or less)	Occasional (2 to 3 times Month)	Frequent (2 to 3 times/Week or more)	N/A
Travel Same Day	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
Travel Overnight	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Holidays/Weekends	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Overtime (non-exempt only)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Shift Work (PMs/Midnights)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>

\* Not Anticipated

**Copy received by:**

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