



Chief Executive Officer

Sorrell is pleased to partner with San José Clinic in the search for a new Chief Executive Officer. San José Clinic is the leading charity care provider of healthcare services for the underserved in Houston. Since 1922, the Clinic has worked to provide a health home for the most vulnerable in the Greater Houston area. Its mission is to provide healing through quality healthcare and education with respect and compassion for those with limited access to care. San José Clinic is a 501(c)(3) non-profit organization, a United Way partner, a Texas Medical Center member institution, and a ministry of the Archdiocese of Galveston-Houston.

For more information about San José Clinic, see <https://www.sanjoseclinic.org/>.

Position Overview

Reporting to the Board of Directors, the Chief Executive Officer (CEO) will be responsible for the overall leadership and management, technical aspects, daily operations, and all functions of San José Clinic (SJC). The CEO will assure the Ministry is in compliance with all regulatory agency rules and regulations and the Clinic's organizational policies, mission, vision and values.

Core Responsibilities and Duties

The ideal candidate is a servant leader who has relevant experience in strategic leadership, day-to-day management, and growth. A background that includes healthcare delivery in a clinic and/or healthcare administration is essential; experience with organizational leadership, team management and resource growth is ideal. Houston connections are valued, and passion for the mission of SJC is paramount.

The CEO should be the steward of the strategic plan and also have the skills to work with the Board to change it if external forces are requiring the clinic to pivot in direction. A particularly important strategic goal is to grow the number of patients served significantly and expeditiously. The CEO should also increase SJC's funding sources whether it be philanthropic or through grants as well as increase SJC's partners to continue to elevate the visibility of the Clinic and therefore improve its ability to garner more resources. The CEO needs to deeply understand and respect Clinic operations and participate in planning to significantly expand Clinic services and managing/ funding a growing enterprise. This will require leaning in to establish an operational infrastructure for both present needs and future growth. Additionally, he/she needs to be able to work with physicians or other clinicians by which to ensure the quality and safety of the care being provided.

The successful candidate will be a strong business leader who is adept at inspiring people and teams. He/she will be an active listener and builder of shared purpose and a positive culture of service, collaboration, excellence and respect. He/she will be a savvy financial manager with the acumen to ensure the ongoing operational health of the organization. He/she should understand the dynamic needs of small organizations and be able to pivot, when necessary, to address the most pressing concerns of SJC and the individuals it

serves. The CEO will align the Board, staff and volunteers around priorities and plans that ensure SJC is providing compassionate healthcare services and maintaining the dignity of its patients at all times.

The CEO also will have a record of growing and diversifying resources through philanthropic support. Through strategic engagement with funders, donors, and the broader community, the CEO will increase commitment and support for SJC. He/she will be a compelling external representative who relishes building and deepening relationships within the Archdiocese of Galveston-Houston, the Texas Medical Center community, and throughout Greater Houston area, in order to effectively and equitably serve individuals and communities with the greatest needs.

Building on existing strengths of the organization, the CEO will be a catalyst for achieving current and new goals and aspirations. He/she will be a grower of talent and resources, an effective communicator, and a respected thought leader. He/she will partner effectively with the Board, leveraging its capacities, and will advance relationships and engagement across the Greater Houston region.

Specific Duties

Mission and Planning

- Clearly articulate the vision and mission of SJC and ensure all work supports its mission and goals.
- Support ethical goals of Catholic healthcare, including promoting human dignity, caring for the poor, contributing to the common good, conscience protection and a Catholic vision of the human person
- Lead the Board of Directors and staff through the development evaluation and revision of the strategic and operational plans.
- Direct quality improvement activities of SJC.
- Ensure all business and patient care are conducted in accordance with the teachings of the Catholic Church.
- Continually explore ways to improve service delivery consistent with the mission.
- Keep abreast of current events and trends as they relate to the medical environment.

Financial and Operational

- Accept final responsibility for budget preparation, monitoring and controlling of expenses and accounting practices.
- Foster strong relationships with donor community to ensure SJC remains financially viable. Participate in donor prospect cultivation and solicitation.
- Cultivate strategies for cost savings and revenue generation.
- Monitor and approve banking and investment activities.
- Serve as Trustee for SJC's 401(K) committee.
- Aid in identifying and implementing marketing, advertising, public relations, and business development to increase donor base.
- Maintain a pulse on SJC's operations to monitor site conditions and safety at both the Midtown and Fort Bend County facilities.
- Oversee any future capital improvement plans and projects including design phase, fundraising phase, implementation, and funding.

Personnel

- Be a motivational and communicative leader who inspires and empowers a hard-working, diverse staff.
- Conduct regular meetings with clinic management, staff and volunteers to ensure alignment and consistency with SJC's overarching goals.

- Oversee and provide ongoing support and direction to the senior leadership team, including the Medical Director and volunteer clinicians.
- Promote and serve as a role model for teamwork, integrity and customer service.
- Ensure that personnel deliver medical and pharmacy care in accordance with the Ethical and Religious Directives for Catholic Health Care Services, and other relevant documents, as promulgated by the United States Conference of Catholic Bishops
- Follow all HIPAA and OSHA guidelines and regulations, including assisting HIPAA and OSHA Officers in ensuring compliance.
- Maintain confidentiality of patient information/records at all times.
- Maintain established San Jose Clinic policies, procedures, objectives, quality assurance, safety, environmental and infection control.
- Implement job responsibilities in a manner that is consistent with SJC Mission and Code of Conduct and is supportive of SJC cultural diversity objectives.

Board of Directors

- Ensure the SJC Board of Directors, the Archdiocese and the Archbishop, the sole member of the Corporation, are fully and accurately informed on the conditions of SJC and its services and other important influencing factors.
- Keep the Board of Directors updated concerning financial, legal, and other important issues, including support for the Board of Directors' Finance & Audit Committee.
- Attend all Board meetings and ensure Board is oriented and all necessary documentation is retained per SJC's bylaws and compliance with all laws.
- Interpret the needs of SJC and present professional recommendations on all problems and issues considered by the Board.
- Recommend to the Board appropriate policies for its consideration and implement effectively all policies adopted by the Board.
- Recommend to the Board of Directors an annual budget and operating plan each year.
- Play key role in Board recruitment and engagement activities, ensuring diversity in background and perspectives of potential Board members.

General

- Implement job responsibilities in a manner that is consistent with SJC's Mission and Code of Conduct and is supportive of SJC's cultural diversity objectives.
- Ensure other related work is completed as required.

Personal Assets

The SJC CEO must have high integrity and personal characteristics that include:

- An inspiring, engaging, and welcoming persona.
- High energy, big-picture strategy, and hands-on engagement.
- High emotional intelligence, listening, and relationship-building skills.
- Commitment to diversity, equity, and inclusion.
- Confidence and humility as a leader.
- Adaptability, creativity, and resourcefulness.
- Ability to unite, galvanize, lead, delegate, and prioritize.
- Communication, negotiation, media, and presentation skills.
- Team building, coalition building, collaboration, and conflict resolution skills.
- Ability to build consensus and to make the tough calls.

- Direct and open communication style, intentionally nurturing mutual trust and respect.
- Commitment to mentoring and valuing staff, and to advancing their professional development.

Qualifications, Education and Experience

- MBA/MHA/MPH or another related field preferred. Bachelor's degree required.
- Minimum of ten years' experience in one or more of the following areas:
 - Primary care;
 - Community organizations;
 - Management of diverse businesses;
 - Management of small business;
 - Resource development; and
 - Staff supervision.
- Experience in delivering health care services in a primary care clinic, managing programs with different licensure, policies, procedures, and staffing requirements that serve diverse customer and client populations.
- Knowledge of and commitment to the Ethical and Religious Directives for Catholic Health Care Services, and other relevant documents, as promulgated by the United States Conference of Catholic Bishops; ability to create policies and procedures and to direct SJC personnel in accordance with Catholic ethical principles.
- Experience working with a nonprofit board of directors.
- Minimum of five years' experience overseeing an annual budget of at least \$2,000,000 preferred.
- Fundraising, significant resource growth and donor cultivation experience.
- Experience managing a diverse staff and instituting a culture of continuous improvement and customer service.
- Demonstration of excellent organizational skills, multi-tasking and effective use of time; able to handle and complete multiple tasks or projects with pressing deadlines.
- Ability to deal professionally, courteously and efficiently with the public and all levels of the organization, including public speaking and interfacing with the media.
- Excellent written communication and presentations skills, including proficiency with Microsoft Office programs; additional proficiency in practice management system software applications and electronic medical records is highly desirable.
- Proven ability to integrate private, public and governmental resources into effective service delivery systems.
- Ability and commitment to recruit and retain doctors and appropriate medical professionals to volunteer at the Clinic.
- Demonstrated leadership skills and the ability, desire and time to be actively involved in community affairs, operational and strategic planning.
- Facilitation skills, community organization skills, governance skills and resource development experience.
- Bilingual in English/Spanish preferred.

Physical Requirements

- Ability to sit, stand, bend and stoop for (long) periods of time
- Ability to exert up to 50 pounds of force occasionally/frequently.
- Ability to respond to emergency/crisis situations.
- Exposure to noise.
- Exposure to blood and/or fluids.

Compensation

Compensation is competitive and commensurate with experience and includes a generous benefit package.

Application and Referral Process

Applicant review is currently underway and will continue until the candidate has been selected. To nominate or be considered for this position, please contact Priscilla Plumb at priscilla@sorrellco.com and 281.224.0881 or Laura Sorrell at laura@sorrellco.com and 713.854.5351. All inquiries will be held in confidence.

About Sorrell

Sorrell is a highly relational provider of executive recruiting. Our mission is to serve as partners with our clients to accelerate their efforts to attract, hire and retain talent that impacts the future of the organization. For more information, call 713.840.1870.