Recruitment Profile

Chief Health Services Officer

September 7, 2017
THE CLIENT

Since 1969 the Los Angeles LGBT Center has cared for, championed, and celebrated LGBT individuals and families in Los Angeles and beyond.

Today the Center’s more than 600 employees provide services for more LGBT people than any other organization in the world, offering programs, services, and global advocacy that span four broad categories: Health, Social Services and Housing, Culture and Education, Leadership and Advocacy.

As the nation’s largest and most experienced provider of LGBT medical and mental health services, the Los Angeles LGBT Center helps LGBT people lead healthier, happier lives by keeping their minds and bodies well. All services are free or low cost.

The Center is one of the few Federally Qualified Health Centers in the nation with providers who specialize in primary care for LGBT people and with a research team working to advance the care and treatment of people in the LGBT community. In 2016, there were more than 20,000 client visits to the health center.

The Center’s Department of Health and Mental Health Services includes the following programs:

**HIV/AIDS Specialty Care**
Since the earliest days of the epidemic, the Center has been providing leading-edge medical care for people living with HIV/AIDS. Today, 87% of the people living with HIV/AIDS in Los Angeles are gay or bisexual men and the demand for care is tremendous.

Through its Jeffrey Goodman Special Care Clinic, the Center provides a holistic approach to treatment and helps clients with all aspects of managing their life with HIV, including case management, counseling and nutrition. No organization offers a wider and more comprehensive range of services for people living with HIV. In 2016, the Jeffrey Goodman Special Care Clinic provided treatment for more than 2,800 people living with HIV/AIDS.

**Primary Medical Care**
The Center’s medical providers are experts at caring for lesbian, gay, bisexual and transgender people and understand the issues that disproportionately affect the LGBT community. Specialty practices include the Transgender Health Program and Audre Lorde Health Program for Lesbian and Bi Women. Clients can always talk candidly and comfortably with Center providers, knowing they’re receiving state-of-the-art care regardless of their ability to pay.

**Transgender Health Program**
In addition to a full range of primary care services, our warm and welcoming Transgender Health Program offers hormone therapy, including education and management, pre- and post-surgical care, and Trans-sensitive pap smears, pelvic exams and prostate exams.

**Audre Lorde Lesbian Health Program**
We offer the full range of primary medical care services by staff who are your partners in leading healthier and happier lives.
HIV/STD Testing and Prevention
One out of eight people who are HIV-positive and living in the U.S. don’t know it. The Center is working to lower that percentage by offering free HIV/STD testing in Hollywood and in West Hollywood. Those who test positive for any infections can quickly get access to the Center’s world-class specialty care and support services.

The Center also works in tandem with clinic staff to prevent new infections through social events popular with young gay and bisexual African-Americans and Latinos, Innovative and educational digital initiatives targeting those most at risk, outreach in bars and nightclubs, and free condom distribution in venues popular with gay and bisexual men. In 2016, the Center’s testing and treatment program had nearly 32,000 client visits.

Mental Health Services
For people dealing with any issue that feels beyond their control, including depression, anxiety, and relationships issues, the Center offers counseling for individuals, couples and families. The Center also offers psychiatric care, a wide variety of specialized counseling and therapy groups, and coming out support groups. For graduate students in all of the mental health related professions the Center operates a renowned clinical training program.

Violence Prevention & Survivor Support
The Center’s renowned STOP Intimate Partner Violence Program, honored by the National Crime Prevention Council, offers individual and group counseling for people who are victims of family violence and other crimes, a court-approved program for perpetrators of family violence, and a broad array of violence prevention services.

Addiction Recovery Services
The Center offers many programs to combat substance abuse, including individual and group therapy, the convenience and anonymity of online chats with therapists, and a renowned outpatient program for those who want to stop using crystal methamphetamine and other substances. If drugs and alcohol are becoming a problem in someone’s life, or in the life of someone close to them, the Center offers affordable services to help, as well as hosting a variety of 12-step groups.

Research
The Center’s clinical research program conducts studies and clinical trials that are focused on improving the health and well-being of LGBT communities locally and globally. This work contributes directly to scientific knowledge about the prevention, intervention and treatment of HIV and sexually transmitted infections and is funded by private industry, the U.S. Centers for Disease Control, National Institutes of Health, and others. The Center also collaborates with academic institutions such as UCLA, USC, and UCSF. The Center’s HIV research is aligned with the National HIV/AIDS Strategy, focusing on intervening at every stage of HIV infection: testing high risk populations, linking newly diagnosed people to HIV care, retaining them in care, starting them on HIV medications as soon as possible, supporting and increasing adherence to their antiretroviral medications, and ultimately reducing their HIV viral load to undetectable levels. This comprehensive approach is a complex but promising strategy for reducing “community viral load” and ultimately ending HIV/AIDS as an epidemic in the U.S.
Pharmacy
The Center’s pharmacy staff specializes in caring for LGBT people and their health needs and are experts in HIV/AIDS treatment. Clients can count on the Center’s pharmacy staff to provide warm, personalized and prompt services, including free mail order delivery of prescriptions. In 2016, the Center’s pharmacy filled more than 158,000 prescriptions.

The Anita May Rosenstein Campus: The Los Angeles LGBT Center has raised $40 million to build the Anita May Rosenstein Campus. Scheduled to open in early 2019, the revolutionary new campus will include affordable housing for low-income seniors and beds for young adults, a Senior Services Center, a Youth Center, a commercial kitchen to feed homeless youth and seniors, retail space, and much more.

When finished, the new building will form a campus with the Center’s arts, educational and cultural facility – known as The Village at Ed Gould Plaza – and span more than one city block. It will also become the Center’s new headquarters, facilitating a major expansion of medical services at the current headquarters in the McDonald Wright Building on Schrader Boulevard.

THE POSITION
The Chief Health Services Officer will provide inspiring and effective leadership to the Health & Mental Health Services (HMHS) Department while administering, directing, and coordinating all activities of the department toward the fulfillment of the Center’s values, mission, strategy, and the achievement of its annual goals and objectives. Reporting to the Chief of Staff, the CHSO will lead a staff of 260, manage an $86 million-dollar annual budget, and develop strategies for enhancing services and managing growth. Core responsibilities include:

Leadership

- Serve on the Senior Management team;
- Report to the Board of Directors and represent HMHS at Board functions;
- Ensure the timely and effective resolution of a complex range of issues affecting clients and staff in multiple programs, divisions and departments;
- Recruit, develop, mentor and coach staff, and inspire and motivate individual and team performance;
- Collaborate with other Center departments to maximize services to clients and the community.
Administration and Operations

- In conjunction with the Center’s Finance department and program directors, plan budgets and proactively create systems to help track, identify and resolve issues affecting revenue streams and sustainability of service provision;
- Ensure that business functions, clinical services and programs comply with statutory and regulatory standards; grant and payer requirements; audit specifications; and program reporting benchmarks;
- Ensure necessary policies and procedures are in place to meet required standards of compliance, quality assurance and risk management in the administration of all patient services, medical treatments, and department activities.

Fundraising

- Manage all aspects of federal grants including maintaining an up-to-date and thorough knowledge of operational standards and requirements for FQHC, HRSA, Ryan White, and CDC;
- Responsible for creating new sustainable funding opportunities in support of the Center’s strategic plan.

Communications and Outreach

- In collaboration with the Marketing and Communications Department, and Chief Medical Officer, serve as a public media spokesperson on all health-related issues;
- Participate in local, state and national advocacy efforts that support HIV and LGBT service organizations and community health centers;
- Represent the Center at policy gatherings, conferences, and local political fundraising functions;
- As a Center Ambassador, help expand the passion for the Center’s mission and grow the Center family ensuring an expansion of awareness about the Center’s programs and services to all parts of the LGBTQ community.

PROFESSIONAL REQUIREMENTS

The Center is seeking a strategic leader to manage the growth of the Center’s world-renowned Health & Mental Health Services Department. The ideal candidate will be adept at handling the administrative challenges of a large, multi-faceted non-profit healthcare organization with numerous revenue streams. The successful candidate should have the following:

- Ten years of progressive administrative experience in a medical, health care, and/or public health environment;
- Direct administrative experience with FQHC’s or FQHC Look-Alikes;
- Expert knowledge of and experience with the implementation and integration of several significant programs such as: primary health care; HIV and STI prevention and treatment services; behavioral health including substance abuse treatment; pharmaceutical services; and research;
• Experience in contract negotiations with IPA’s and with insurance carriers;
• Proven track record supervising, coaching, counseling, motivating, and evaluating staff;
• Extensive experience managing multiple priorities;
• Well-established track record in dealing with all the financial aspects of a complex healthcare organization including financial planning, budgeting, revenue cycle management, managed-care contracts and government grants;
• Strong working knowledge of the principles of health promotion, disease prevention and overall public health.

PERSONAL REQUIREMENTS

We are seeking a seasoned healthcare professional with a passion for the Center’s work and its mission to make the world a better place for LGBT people. The Chief Health Services Officer will have:

• Knowledge of or experience working with the LGBTQ community and familiarity with issues of particular relevance to LGBTQ people;
• Strong and confident leadership skills, including team building and interpersonal skills;
• Excellent verbal and written communications skills;
• Demonstrated ability to work effectively with people of diverse races, ethnicities, nationalities, sexual orientations, gender identities, gender expression, socio-economic backgrounds, religions, ages, English-speaking abilities, immigration statuses, and physical abilities in a multicultural environment.

COMPENSATION

Our client is offering a competitive salary for this position, along with a comprehensive benefits package, including 403b, health, dental, vision, life and long-term disability.

OPPORTUNITY

This is a high profile opportunity for a visionary leader to develop creative solutions to serving the needs of a vibrant and diverse community. The impending move of the Center’s headquarters to the Anita May Rosenstein Campus and the dedication of the McDonald Wright Building for the exclusive use of HMHS afford unprecedented opportunities for expansion into new areas of care.

The Chief Health Services Officer will shape services that are a model for organizations across the country and around the world. At a critical historical moment, s/he will make major contributions to the growth and development of the nation’s oldest and largest organization for LGBT people. The Chief Health Services Officer will have the personal satisfaction of improving health outcomes for the most marginalized members of the LGBT community. Additionally, s/he will be an essential member of a team developing and enhancing lifesaving care and making a significant difference in the community.

The Center is an Equal Opportunity/Affirmative Action Employer.
CONTACT

Please submit a brief cover letter and résumé as attachments via e-mail to:

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All inquiries or referrals will be held in strict confidence.

Please note that your education, dates of employment, compensation and other information provided will be verified prior to employment.

McCormack + Kristel works only with equal opportunity employers. People of color, people with disabilities and people of diverse sexual orientations, gender expressions and identities are encouraged to apply.