



Mountain Family

HEALTH CENTERS

Chief Executive Officer

Reports To: Board of Directors

Location: Glenwood Springs, CO

Website: <https://mountainfamily.org>



Organizational Overview

Since 1978, as others closed their doors to those without private health insurance, we have continued to open ours. From a single clinic, we have now expanded into a network of health care facilities along Colorado's I-70 corridor from Parachute to Avon, and along the Roaring Fork Valley to Basalt. As a nonprofit, community led, Federally Qualified Health Center system, we are dedicated to providing comprehensive, integrated health care for all. **We firmly believe that health care is a basic human right, not a privilege.**

Mountain Family currently serves more than 24,000 patients. We address the needs of our patients and our community by providing sophisticated, whole-person care with an integrated health model. Our patients have access to medical, dental, behavioral, and pharmacy care, with all four services available at all of our health care sites. We exceed national clinical outcome goals for childhood immunizations, hypertension control, tobacco screening and cessation, healthy weight screening, nutrition, and activity counseling, depression screening and follow-up, early entry into prenatal care and healthy birth weight babies. We were also recently rated Colorado's top performing community health system for diabetes control.



Awards and Accolades

- **NACHC GOLD LEVEL ADVOCACY CENTER OF EXCELLENCE – 2016, 2017, 2018**
- **TOP FIVE COLORADO GOVERNOR’S AWARD FOR WORKSITE WELLNESS – 2016, 2019**
- **NACHC GEIGER GIBSON EMERGING LEADER AWARD RECIPIENT – 2008 AND 2017**
- **CENTER FOR HEALTH PROGRESS HONORS MOUNTAIN FAMILY CEO ROSS BROOKS IN 2017**
- **COLORADO COMMUNITY HEALTH NETWORK ROCKIN’ THE HOUSE AWARD – 2017**
- **COLORADO COMMUNITY HEALTH NETWORK EMERGING LEADER AWARD – 2017**
- **TOP TEN BEST COMPANIES TO WORK FOR IN COLORADO – 2015**
- **HEALTH LINKS™ HEALTHY BUSINESS LEADER – 2017, 2020, 2021**
- **PCMH RECOGNITION**

For more information:

[Awards and Accolades – Medical, Dental and Mental Health Care for Glenwood Springs, Aspen and Vail areas \(mountainfamily.org\)](http://mountainfamily.org)



Mountain Family HEALTH CENTERS

Our Family, Caring For Yours



Mountain Family Mission & Values

MISSION

We improve the health of our community by providing equitable and affordable medical, behavioral, and dental healthcare for all.

VISION

To be advocates of health and healing by providing quality integrated healthcare to the whole community.

Position Summary

The Chief Executive Officer (CEO) is responsible for leading the Mission, Vision, Guiding Principles, and Strategic Plan for Mountain Family Health Centers as well as representing the organization and its mission to external partners and funders throughout the state and the country.

The current staff of MFHC is approximately 185 full time positions, and the budget is approximately \$24M. MFHC headquarters are located in Glenwood Springs, CO, and the administrative staff are primarily located in this location, including the CEO. There are nine other locations spread across the area including hub clinics in Avon, Basalt, Glenwood Springs, and Rifle. A new hub site is scheduled to open late summer in Gypsum. There are five School Based Health Centers located throughout the service area as well.



Leadership Responsibilities

Executive Leadership:

- Communicates effectively and develops positive working relationships throughout the organization.
- Provides leadership and direction to the Executive Team and Strategy Team.
- Supervises Chief Financial Officer, Chief Operations Officer, Chief Medical Officers, Behavioral Health Director, Dental Director and Executive Assistant.
- Develops an organizational structure and culture that facilitates teamwork and high-quality healthcare delivery.
- Resolves conflict productively and removes barriers that impede improvement.
- Provides leadership and feedback on performance and output.
- Creates accountability and structure for Executive leaders.
- Improves management structure through succession planning, training, promotion from within and performance review practices.

Strategic Relationship and Partnerships:

- Develops and maintains collaborative strategic relationships with multiple agencies, organizations and individuals in health-related capacities within the community. This includes but is not limited to: community hospitals; public health; non-profit sector; health insurance plans; local, state and federal elected officials.
- Serves on the Board of Directors of the Colorado Community Health Network, (CCHN: State Primary Care Association), Colorado Community Managed Care Network (CCMCN), and Community Health Provider Alliance (CHPA). Serves on other community-health focused Boards as desired and/or directed.
- Develops and maintains an active public relations program to promote community understanding and support of MFHC.
- Monitors the political and regulatory environment. Establishes and maintains effective working relationships with governmental agencies and local, state, and federally elected officials.

Clinic Operations:

- Assures operational processes and procedures that ensure high-quality care delivery that meets the needs and expectations of MFHC's consumers, providers and employees.
- Aligns operational practices and service model with contemporary standards of health care delivery and administration.
- Ensures compliance with local, state, and federal laws, regulations, rules and reporting requirements.
- Ensures provision of services (planning, coordination, administering, supervising, monitoring, and reporting) within the Bureau of Primary Health Care program expectations and with available resources.
- Complies with all MFHC Credentialing and Privileging requests in a timely manner.



Leadership Responsibilities cont.

Business and Fiscal Management:

- Assures sound business and fiscal management of MFHC. Recommends and supervises implementation of policies concerning budget.
- Protects the assets of the corporation, assures solvency, and develops and implements policies that create sustainable programs.
- Assures compliance with federal and state regulations applicable to Community Health Centers.
- Secures and works with legal counsel as needed.
- Supervises financial, quality, and other process controls utilizing monthly reports, periodic reviews, supplemental action programs, annual budgets and goals, and other tools.

Workforce Development:

- Assures appropriate systems are in place to recruit, hire, supervise, evaluate, retain, and terminate MFHC staff.
- Assures personnel policies and procedures, job descriptions, and reporting relationships of MFHC staff are clearly defined and consistently administered.
- Develops and recommends an organizational chart that meets the personnel needs of MFHC and is structured to achieve efficient and effective levels of performance.
- Maintains a corporate culture based on service excellence resulting in high staff morale and retention of quality staff.
- Maintains management and organizational morale via participatory management, compensation discussions, access, transparency, and other techniques.
- Complies with all Human Resource processes, programs, and trainings.

Program Development:

- Assures that MFHC's clinical, operational and financial plans are serving the target population.
- Seeks and secures funding from public and private sources.
- Leads short and long-range planning activities.
- Develops and manages new programs and services to meet the needs of MFHC's patients.

Works with and for the Board of Directors:

- Facilitates monthly Board meetings for the Board of Directors, including scheduling, packet preparation, and providing strategic recommendations to the Board.
- Ensures the implementation of all policies and procedures of Mountain Family Health Centers as directed by the Board of Directors.
- Develops plans (strategic, operational, and fundraising) for addressing community/agency needs and opportunities and submits those proposed plans to the Board of Directors.
- Communicates with and reports to the Board of Directors via meetings, reports, briefings, and annual performance reviews.
- Acts as liaison to the community, federal, state and local governments and organizations, and the population served.
- Monitors the political environment at national, state, and local levels, while establishing and maintaining relationships with agencies and elected/appointed officials to the benefit of MFHC.
- Attends conferences of administrative and organizational importance (i.e., Public Health Service, CCHN, CCMCN, CHPA, etc.).
- Evaluates proposed contracts based on organizational requirements. Negotiates contract terms with input from the Strategy Team.
- Always maintains patient confidentiality in accordance with HIPAA regulations.
- Participates in corporate compliance processes and adheres to the guidelines, policies of MFHC





The Mountain Family Tree

Our work is guided by a long lineage of dedicated medical professionals. If we are to succeed in our mission, the following Strategies, Goals, and Guiding Principles will help us serve our patients, staff and community – and grow a bright future.

MISSION

We improve the health of our community by providing affordable and equitable medical, behavioral, and dental healthcare for all.

VISION

To be advocates of health and healing by providing quality integrated healthcare to the whole community.



Mountain Family
HEALTH CENTERS

Our Family, Caring for Yours



• Guiding Principles •

WELL BEING AND FAMILY

We treat each other with kindness and uphold time for connection, fun and rest.

TRANSPARENCY

We clearly communicate the why and how of decisions being made.

DIVERSITY

We promote evolving into a more equitable, just, and inclusive organization.

EVERYONE'S VOICE

We question and consider a broad spectrum of views and methods of thought.

SELF RESPONSIBILITY

We understand our roles and are accountable for our commitments and high-quality results.

OUR PATIENTS

We care, serve, and advocate for our patients.

FLEXIBILITY AND AUTONOMY

We foster freedom and provide frameworks for people to make informed choices.

• Goals and Strategies •

GOAL #1

Population Health

Provide integrated care to improve the health of the population we serve and high-quality results.

STRATEGY #1

Provide exceptional patient care through standardized workflows and high quality operations.

STRATEGY #2

Improve patient health outcomes through strategic community partnerships.

STRATEGY #3

Elevate patient voices in care delivery.

GOAL #2

People Focus

Be an employer of choice.

STRATEGY #1

Provide consistent training, education, support, and career development for all staff.

STRATEGY #2

Provide competitive compensation and benefits that support all staff in vibrant careers at MFHC.

STRATEGY #3

Elevate employees with creative recruitment, retention, and engagement efforts.

GOAL #3

Financial Stability

Sustain financial health and provide affordable care.

STRATEGY #1

Cover the cost of care for all patients by deepening and diversifying revenue streams.

STRATEGY #2

Provide value-based, population management programs and care to build new revenue streams.

STRATEGY #3

Provide affordable and accessible community care for all services.



Experience, Skills, and Education

- Experience working in or with a multi-site Federally Qualified Health Center
- Understanding of federal and state healthcare policy, regulatory, and financing frameworks
- Knowledge and understanding of integrated care models, alternative payment methodologies, and continuous quality improvement
- Success in managing complex organizations or programs
- A recognized thought leader amongst his/her peers
- Experience working with a Board of Directors, policy makers, and funders
- Knowledge and skills in the areas of planning, program development, workforce management, financial management and fund development.
- Expertise in optimizing measurable performance of an organization, driving continuous improvement, and building a framework to transform strategy into operations
- Demonstrated experience building high-performing teams
- Experienced transformational and change management leader
- A commitment to equity and inclusion
- Superior communication skills
- Ideally bi-lingual (English/Spanish)
- Bachelor's degree (*Masters preferred*) and 7-10 years in organizational executive management and leadership roles





Leadership Attributes

- A deeply held commitment to Mountain Family's mission, patients, staff, and the communities we serve
- An authentic servant leader with an approachable, empathetic, interpersonal leadership style based upon respect for others
- High EQ, curious, authentic, approachable, and resilient
- An active listener and consensus builder who is able to balance diverse perspectives
- Collaborative by nature, but willing to make tough decisions
- Cultural humility
- Knows when to lead, when to follow, and when to be the convener
- Relationship-driven
- Inspires and builds trust
- Strategic *and* tactical
- Comfortable with delegation
- Focused on accountability at all levels, including holding themselves accountable
- Transparent with the highest integrity
- A strong commitment to working collaboratively with the Board of Directors, member advisory groups, staff, stakeholders, partners, and elected officials to advance the organization's interests
- Willing to roll up their sleeves and get the work done side-by-side their team





Glenwood Springs, Colorado

Originally inhabited by nomadic Ute Indian tribes, this area of bubbling hot springs has long been a destination for the health seeker. In the early 1880's, James Landis homesteaded the confluence of the Roaring Fork and Grand Rivers that would become Glenwood Springs.

Early settlers Isaac Cooper and Walter Devereux saw the potential for Glenwood Springs to become a highly regarded destination and developed these amenities into a world-class resort. The arrival of the railroads in 1887 brought the first trainloads of tourists to enjoy all that Glenwood had to offer. The addition of the [Vapor Caves](#), Hotel Colorado and [Fairy Caves](#) provided a total package for travelers. The local economy was not only fueled by tourism but also by coal mining, farming and ranching, commerce and outdoor recreation. A visit to historic Glenwood Springs will take guests back in time to enjoy all of the amenities that were formerly reserved for the well-to-do.

Located at the confluence of the Colorado and Roaring Fork Rivers, the historic resort town of Glenwood Springs is famous for the Glenwood Hot Springs Pool, Iron Mountain Hot Springs, Glenwood Caverns Adventure Park, Glenwood Canyon, Hanging Lake, Yampah Vapor Caves, and Sunlight Mountain Resort. Rich with history and culture, Glenwood Springs is home to a vibrant dining scene, boutique shopping, scenic golf courses, and an endless list of outdoor fun.

The city population was 9,963 at the 2020 United States Census. Glenwood Springs has a generally continental steppe climate, much more consistently stable than that of the Front Range and most of Colorado.

Glenwood Springs hosts two of the campuses and the administrative offices of the [Colorado Mountain College](#) system. The town is the headquarters of the Roaring Fork RE-1 school district. In all, the city has 5 public K-12 schools: Glenwood Springs High School, Yampah Mountain High School (an alternative school not part of RE-1), Glenwood Springs Middle School, Glenwood Springs Elementary School, and Sopris Elementary School. St. Stephen's Catholic School, which was founded in 1982, is K-8.

For more information, visit:
[Area Info - Visit Glenwood Springs, Colorado](#)





Compensation

Salary range for this position is \$205,000-\$240,000.

Our benefits are highly competitive and include: Medical, Dental and Vision Insurance. 403B retirement plan with matching after 1 year of employment, 7 Paid Holidays, 124 PTO hours within the first year, Worksite Wellness Program and much more. **Relocation assistance** provided.

Contact Information

If you are qualified and interested in being considered as a candidate for this great opportunity, please feel free to reach out to:

Andy Davidson, Managing Director

Gallagher Executive Search &
Leadership Advisors

Andrew_Davidson@ajg.com

Patricia McCollum, Senior Recruiter

Gallagher Executive Search &
Leadership Advisors

Patricia_McCollum@ajg.com

For more information about **Gallagher Executive Search & Leadership Advisors**, please visit www.AJG.com/US/Executive-Search

