



VILLAGE OF HEALING CHIEF OPERATING OFFICER (COO)

Village of Healing is a 501c3 community development organization with a new approach to community wellness. By focusing on healing and empowering individuals in the village, we work to eliminate social determinants of health and decrease health disparities through implementing community programming, advocacy, and collaboration. Our vision is to offer all members of the community life-empowering skills through multiple sources and mediums that will in turn heal and empower the village. We also work to ensure our constituents are equipped to lead healthy lives that thrive beyond survival.

POSITION SUMMARY:

The Chief Operating Officer (COO) is a key executive leader responsible for overseeing the organization's daily operations, including the supervision of staff, optimization of workflows, and management of billing, coding, and reimbursement processes. This role ensures that operational systems are efficient, compliant with regulations, and aligned with the organization's mission. The COO will work closely with the CEO, and senior leadership team, to implement strategies that promote organizational growth, operational excellence, and financial sustainability.

SUMMARY OF RESPONSIBILITIES:

- Provide direct supervision and mentorship to staff, fostering a culture of accountability, collaboration, and professional growth.
- Ensure that teams are operating efficiently and meeting performance goals aligned with the organization's strategic objectives.
- Lead recruitment, onboarding, and retention efforts to build and maintain a high-performing team.
- Oversee and manage all aspects of billing and coding operations, ensuring accuracy, compliance, and timeliness.
- Monitor reimbursement trends and regulations to maximize revenue while maintaining strict adherence to applicable laws and guidelines.
- Develop and implement policies and procedures to enhance the efficiency of billing and reimbursement processes.
- Ensure compliance with federal, state, and payer requirements, including HIPAA and other healthcare regulations.
- Design and oversee organizational workflows to enhance productivity and streamline operations.
- Collaborate with the CEO and finance team to manage budgets, financial forecasting, and reporting.
- Evaluate and implement technology solutions to improve operational efficiency, including electronic health records (EHR) and billing software.
- Work with the CEO to develop and execute the organization's strategic plan.
- Identify operational challenges and recommend solutions to achieve short- and long-term goals.
- Track key performance indicators (KPIs) and present regular progress updates to the CEO.
- Maintain compliance with 501(c)(3) regulations, healthcare standards, and contractual obligations.
- Ensure that operational policies and procedures meet legal and ethical standards.

Village of Healing is an equal opportunity employer and encourages applications from individuals of all backgrounds and experiences.



- Develop and oversee risk management strategies to safeguard the organization's assets and reputation.
- Other duties as assigned

JOB QUALIFICATIONS:

- Bachelor's degree in Business Administration, Healthcare Management, or a related field; or equivalent years of professional work experience in healthcare operations, billing, coding, or a related area.
- Certification in medical coding or billing (e.g., CPC, CCS) is highly preferred.
- Minimum of 7–10 years of leadership experience in a healthcare, nonprofit, or similar environment, with at least 5 years of direct experience in billing, coding, and reimbursement.
- Deep knowledge of medical billing, coding (e.g., CPT, ICD-10), and reimbursement processes for Medicare, Medicaid, and private insurance.
- Proven ability to supervise and develop employees in a collaborative and mission-driven environment.
- Strong understanding of nonprofit operations, including 501(c)(3) compliance and reporting requirements.
- Exceptional communication, problem-solving, and organizational skills.
- Proficiency in relevant technology, including EHR and practice management software.

Compensation & Benefits

- \$95K-\$105K. Salary commensurate with experience.
- Comprehensive benefits package, including health insurance, dental and vision, and paid time off.
- Opportunity to contribute to a meaningful mission and make a lasting impact in the community.

How to Apply

- Interested candidates should submit their resume, and a cover letter detailing their qualifications, to admin@villageofhealingcle.com.

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