



## CHIEF HEALTH EQUITY OFFICER (MD)

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**Position Status:** Exempt  
**Reports To:** Chief Executive Officer  
**Effective Date:** 08/07/23  
**Revised Date:** 11/9/23  
**Job Level:** M4

### POSITION SUMMARY

Under general policy determination, this position:

1. Provides executive management and leadership of contractual and Alliance strategic plan Diversity, Equity, Inclusion, and Belonging (DEIB) efforts
2. Overseeing the DEIB training program and ensuring compliance with required training
3. Participates in strategic planning and goal setting for the Alliance
4. Performs other duties as assigned

### RESPONSIBILITIES

1. Provides executive management and leadership of contractual and Alliance strategic plan Diversity, Equity, Inclusion, and Belonging (DEIB) efforts, with duties including but not limited to:
  - Providing leadership, coordination, and project management to assist the Alliance in defining, implementing, and evaluating strategies to reduce disparities in clinical care and quality outcomes, while recognizing the diverse cultural, language, economic, education, and health statuses of members served
  - Consulting on and facilitating the development and implementation of strategies and targeted interventions designed to identify, address and eliminate health inequities, such as systemic racism, social drivers of health, and infrastructure barriers through understanding root causes and utilizing relevant quantifiable metrics to track and evaluate the results of targeted interventions
  - Establishing the Alliance's health equity and population health framework
  - Developing initiatives, policies, and practices to prevent structural health disparities and social injustices in health and social services
  - Monitoring and reporting on DEIB strategic plan initiatives aimed at improving health equity and reducing health disparities
  - Ensuring all policies and procedures for promotion of health equity where possible, such as marketing strategy, medical and other health services policies, member and provider outreach, community advisory committees, quality improvement activities including delivery system reforms, grievance and appeals, and utilization management
  - Leading and consulting on the development and implementation of strategies, programs, and policies to ensure health equity is prioritized and addressed
  - Cultivating and promoting a mission-driven, supportive, and culturally responsive environment that fosters equity and inclusion with a focus on high-quality performance, accountability, consistency and customer service
  - Leading by example and influence while exhibiting the highest professional and ethical behaviors
  - Working in collaboration and coordination with Alliance leaders and staff on a variety of DEIB initiatives

- Guiding and assisting various teams in carrying out DEIB-related department responsibilities and collaborating with the leadership team and staff to support short- and long-term DEIB goals and priorities for the Alliance
  - Interacting with external entities, such as health networks, legal counsel, and state and federal regulatory agencies
  - Leading task forces, committees, and other community components of the Alliance's DEIB plan
  - Engaging and collaborating with staff, subcontractors, providers, and other entities, such as local community-based organizations, local health department, behavioral health and social services, child welfare systems, and members, in health equity efforts and initiatives
  - Providing regular updates to all staff, leadership and at board meetings on external DEIB activities and the progress made across the organization
  - Assisting and advising on National Committee for Quality Assurance (NCQA) accreditation regarding health equity standards
  - Ensuring procedures and practices are in alignment with the Alliance's vision and mission and are designed to promote health equity
  - Accessing, evaluating, and reporting on confidential data which may include members' protected health information and personally identifying information
2. Overseeing the DEIB training program and ensuring compliance with required training, with duties including but not limited to:
- Designing policies and procedures to ensure DEIB training program compliance with applicable guidelines, rules, and regulations
  - Ensuring all required entities receive required training on a specified cadence
  - Ensuring timely completion and accurate tracking of all required training and that training records are maintained
  - Reviewing all DEIB training materials to ensure content is up to date with current standards of practice, evidence-based, and includes best practices for serving members and potential members
  - Preparing required annual reports for the Alliance and external entities
3. Participates in strategic planning, goal setting, and general administration for the Alliance, with duties including but not limited to:
- Participating in the general administration of the Alliance as a member of the executive management team by providing input into the problem-solving and decision-making process
  - Modeling and promoting effective interdepartmental communication
  - Maintaining current knowledge of relevant federal and state laws, policies and directives, and organizational policies and procedures
  - Monitoring legislative and legal changes related to Alliance functions and ensuring appropriate communication of same
  - Leading and directing activities specific to Alliance contractual and strategic plan DEIB efforts via organization-wide efforts
  - Recommending strategic goals and objectives to the Chief Executive Officer
  - Ensuring that decisions and actions align with Alliance strategic priorities
  - Connecting others to priorities and strategy by ensuring effective and timely communication
  - Developing, monitoring, and maintaining analytic reports and performance metrics related to strategic goals and projects
  - Responsible for overseeing employee performance appraisal, hiring, salary administration, training and development, performance management. and discipline

- Working with executive administration to create annual budget and approving subordinate budget recommendations as appropriate and necessary

4. Performs other duties as assigned

## EDUCATION AND EXPERIENCE

- Doctor of Medicine, current license to practice medicine issued by the State of California, and a minimum of ten years of medical program administration experience, at the executive or management level, which included responsibility for implementing health improvement strategies to address social determinants of health; or an equivalent combination of education and experience may be qualifying.

## KNOWLEDGE, SKILLS, AND ABILITIES

- Thorough knowledge of the complex practices, issues and theoretical principles related to DEIB
- Thorough knowledge of contemporary DEIB and multiculturalism concepts and issues within the healthcare field
- Thorough knowledge of principles and practices related to developing and implementing health improvement strategies to address social determinants of health
- Thorough knowledge of culturally responsive education and teaching related practices, social justice, and diversity as fundamental aspects of health equity
- Thorough knowledge of federal, state, and local requirements related to health equity issues
- Thorough knowledge of and proficiency in applying effective leadership and people management skills, including leading team building, facilitating efficient and effective meetings, problem solving, conflict resolution and negotiating with and influencing others
- Thorough knowledge of and proficiency in promoting and applying change management principles
- Thorough knowledge of the principles and practices of program development and project management
- Thorough knowledge of the principles and practices of customer service
- Through knowledge of the principles and practices of supervision and training
- Working knowledge of and proficiency with Windows based PC systems and Microsoft Word, Excel, Outlook, and PowerPoint
- Working knowledge of the principles and practices of data collection and analysis and management practices related to the quality of medical care
- Working knowledge of managed care, Medi-Cal, Medicaid, Medicare, entitlement programs, and related regulations
- Working knowledge of NCOA standards, Quality Improvement studies, and HEDIS reporting
- Working knowledge of public policy and regulatory issues in health care
- Some knowledge of State and Federal legislative processes
- Ability to direct, manage, supervise, mentor, train and evaluate the work of staff and assist department directors in doing so
- Ability to promote an atmosphere of teamwork and cooperation, convey the mission and values of the organization, and motivate staff to achieve goals and objectives
- Ability to oversee and develop, plan, organize and direct programs and activities that are complex in nature and regional in scope

- Ability to review and assess overall program function, including the core work, goals and structure of the program, and oversee the development and implementation of short- and long-term planning to achieve strategic plans and completion of an annual department assessment
- Ability to act as an internal resource and consultant, working collaboratively with multiple stakeholders in a politically sensitive context complicated by competing perspectives and interests
- Ability to identify new programs, processes, and systems to improve productivity and results
- Ability to provide leadership, facilitate meetings, and partner with and guide leaders and staff in the resolution of issues that are complex and may have considerable operational impact
- Ability to demonstrate strong analytical skills, accurately collect, manage, and analyze data, evaluate research, identify issues, offer recommendations and potential consequences, and mitigate risk
- Ability to identify and resolve problems in a timely manner
- Ability to manage multiple projects simultaneously, organize and assign work, hold staff accountable, and achieve goals and timelines
- Ability to foster effective working relationships, influence others, negotiate with and persuade others, lead individuals through a change process, and build consensus with individuals at all levels in the organization
- Ability to demonstrate a collaborative leadership style, build rapport, look at situations from multiple perspectives, and effectively develop and manage internal and external business relationships
- Ability to prepare narrative and statistical written reports, oral reports, correspondence, and other program documents and maintain organized and accurate records
- Ability to make presentations and adjust communication style in order to facilitate collaboration and understanding
- Ability to oversee mandatory DEIB training for staff, subcontractors, providers, and provider staff
- Ability to participate in the development of the annual budget and oversee, review, and approve subordinate budget recommendations as appropriate and necessary

## DESIRABLE QUALIFICATIONS

- Familiarity with the healthcare environments and provider networks in the Alliance service area counties

## WORK ENVIRONMENT

- Ability to sit in front of and operate a video display terminal for extended periods of time
- Ability to bend, lift and carry objects of varying size weighing up to 10 pounds
- Ability to work effectively in a remote work environment
- Ability to travel to various locations in the course of work

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*This position description, and all content, is representative only and not exhaustive of the tasks that an employee may be required to perform. Employees are additionally held responsible to the Employee Handbook, the Alliance Standard Knowledge, Skills and Abilities and the Alliance Code of Conduct. The Alliance reserves the right to revise this position description at any time.*