Business Manager, Health and Human Services
Nespelem, Washington

POSITION SUMMARY

With a bold vision of advancing the health and wellbeing of the communities in and surrounding the Colville Reservation, the new Business Manager, Health and Human Services, will play an integral role in planning and executing a comprehensive expansion and realignment of key primary health care and behavioral and mental health services provided to the 10,000 tribal and non-tribal residents of the region. Reporting to the Director of the Colville Tribes Health and Human Services, the Business Manager will work closely with the HHS Executive Team to build out a healthcare system that is robust, holistic, sustainable, and financially sound, while being reflective of the Tribes’ vision of health and healthcare. This new position will play a significant role in developing business strategies, creating efficient and effective programs, and establishing systems, processes, and operational infrastructures that support the growth and expansion of the tribal healthcare and wellbeing delivery infrastructure.

The new Business Manager will lead planning and development of the business functions including project planning, financial planning and compliance, and assessment of capacity and revenue streams to support the growth and expansion of key HHS services. A bachelor’s degree and 10 years of progressive management and supervisory experience are required, master’s degree preferred. This is an exciting leadership and growth opportunity for a finance and operations professional dedicated to the health and well-being of rural populations.

This search is being led by the national search firm of NPAG. Application instructions can be found at the end of this document.

ORGANIZATIONAL OVERVIEW

The Confederated Tribes of the Colville Reservation, located in north-central Washington state, is made up of the descendants of 12 Native American tribes who were settled on the Colville Indian Reservation in 1872: the Chelan, Chief Joseph Band of Nez Perce, Colville, Entiat, Lakes, Methow, Moses-Columbia, Nespelem, Okanagan, Palus, San Poil, and Wenatchi. The Colville Reservation encompasses 1.4 million acres (2,100 square miles) of rural land, divided into four districts in which the more than 7,000 registered tribe members reside.

Governed by the Colville Business Council, headquartered at the Bureau of Indian Affairs Agency at Nespelem, the Colville Tribes operates on an annual budget financed primarily through the revenues from timber products, as well as through federal, state, and private financial support. The Council oversees a diverse multimillion-dollar administration and employs anywhere from 800 to 1,200 employees throughout the year in permanent, part-time, and seasonal positions. Twelve Council Committees oversee the care and
wellbeing of the reservation’s human and natural resources, and establish policies that improve the economic condition of the Tribes.

The Colville Tribes’ unique and highly complex health system strives to honor both federal and tribal obligations and priorities. With strong executive and financial management in place, the Council is now in a position to invest in the systems, structures, and practices that will strengthen their ability to provide quality healthcare, and expand the reach and capacity of their health programs. The new Business Manager, reporting to the Health and Human Services Director, will play a key role in this effort.

PROGRAMS AND SERVICES

The Colville Tribes Department of Health and Human Services provides primary and behavioral healthcare to the approximately 10,000 residents of the reservation. The current status of health care on the reservation has evolved over time and addresses in part the health care issues present in the communities. The Department oversees health services provided through two community health clinics in the eastern regions of the reservation in Inchelium and Keller, managed by the Lake Roosevelt Community Health Center, and two Indian Health Centers (IHS) in Nespelem and Omak.

There are a number of health programs administered under Title I contracts with the Indian Health Services, delivered through the clinic in Nespelem. These programs include community health nursing, community health representatives, health education, nutrition, speech language pathology, mental health, alcohol and substance abuse counseling, environmental health, social services, and emergency medical services. Other health services include a convalescent center, a diabetes prevention and management program, a low-income heat and food distribution program, and a senior care center.

The Confederated Tribes of the Colville Reservation is currently seeking to assume autonomous management of the clinic in the community of Omak, on the very western border of the reservation. There is current business planning underway to replace the existing Indian Health Service facility which has struggled over the years in its operations, including securing and retaining an adequate number of doctors and other practitioners necessary to provide health care to and for the reservation population in that location. In addition, the Tribes and community partners are involved in the creation of an integrated, trauma-informed adult substance abuse treatment center and recovery (transitional) homes with the capacity to provide 24/7 residential services on the Colville Reservation. The facility will not only serve Colville citizens, but also other American Indians and Alaska Natives, and non-Natives from within the region, the State of Washington, and across the U.S.

THE OPPORTUNITY

The Business Manager will work closely with the Director and Executive Team to oversee the business, financial, operational, and compliance functions of tribal healthcare services and facilities. This new position will have a significant role in developing business strategies, creating efficient and effective programs, and establishing systems, processes, and operational infrastructures that support the growth and expansion of tribal healthcare and wellbeing delivery. In collaboration with the Director and Deputy Director of HHS, Chief Medical Officer, and Clinical Directors, the Business Manager can expect to engage with the following opportunities for leadership:
• Lead strategic planning, design, and execution of business development and project implementation. Develop deployment timeline, phasing plans, and project plans for new opportunities. Determine project structure, and form committees and project teams as needed.

• Create a robust financial oversight and reporting system that includes processes for planning and budgeting, accounting, audit, and compliance. Develop financial systems and tools for generating forecasts and reports, supporting sound business decisions, and building capacity to review billing and compliance processes for efficiency and accuracy.

• Design and develop financial structures that enable Colville HHS to access new funding streams and partnerships and advise leadership on the viability of those new partnerships. Research and cultivate prospective partner organizations and funding arrangements that promote investment in tribal healthcare systems and facilities. Maintain a structured business intelligence database to support the identification and evaluation of opportunities and oversee all necessary financial, viability, and risk analyses for specific opportunities.

• Identify financial, operational, and compliance gaps and address those with best-in-class practices, in consultation with HHS leadership and Tribal Council as appropriate, to support ongoing, sustainable operations, as well as new and existing healthcare facilities and funding structures.

• Build internal organizational and staff capacity to help achieve the health and wellbeing goals for the community. Provide evaluation and assessment of service delivery, revenue goals, and employee development, as well as coaching, mentoring, and supervision of financial staff.

• Maintain subject matter expertise of and promote compliance on a broad range of regulatory and compliance matters, particularly relating to revenue from Medicaid and Indian Health Service contracts; promote training, processes, procedures, and controls to enhance capacity and mitigate risk as needed.

• Navigate unique complexities, priorities, and intersections of tribal governance and tribal health system as well as state and federal healthcare agencies.

• Mentor and develop individuals and teams, manage work allocation, facilitate professional development, and support positive team dynamics.

• Establish and maintain effective working relationships that promote collaboration, flexibility, efficiency, transparency, and respect.

QUALIFICATIONS OF THE IDEAL CANDIDATE

While no one candidate will embody all the qualifications enumerated below, the ideal candidate will possess many of the following professional and personal abilities, attributes and experiences:

• At least 10 years of strategic financial systems management experience in health care administration, human services, or related field, including at least five years of supervisory experience.
• Bachelor’s degree; Master’s preferred in business, economics, accounting, management, health administration, or related field.

• Demonstrated success in designing processes and systems in a start-up, entrepreneurial environment.

• Track record of successful businesses strategy development and strategic financing partnerships in the healthcare industry, including operational aspects of facilities and services.

• Ability to work with senior leadership to set a clear and strategic operational vision and generate action steps for the short and long term.

• Strong organizational and project management skills to effectively direct and manage multiple comprehensive business plans simultaneously.

• Superior written, verbal, and presentation skills to effectively communicate with all levels within the organization, as well as present findings and recommendations to senior and executive leaders as well as external partners and funders.

• Strong relationship building and interpersonal communication skills. Collaborative and consultative working style that approaches tasks and teams with humility, a commitment to team development, and steadiness.

• Demonstrated success working as part of a multidisciplinary team and working effectively with persons from diverse cultural, socio-economic, and ethnic backgrounds with an appreciation for historical context, relationship nuances, and power dynamics.

• Capacity to maintain an optimistic and positive outlook, bringing a sense of humor, integrity, and patience to the work.

• Familiarity with rural health and the organizational, cultural, and historical aspects of working on a sovereign tribal nation; desire to live in a rural yet uniquely beautiful area of the Pacific Northwest.

TO APPLY

More information about the Confederated Tribes of the Colville Reservation may be found at: https://www.colvilletribes.com/.

Due to the pace of this search, candidates are strongly encouraged to apply as soon as possible. Applications including a cover letter describing your interest and qualifications, your resume (in Word format), and where you learned of the position should be sent to: CCT-BM@nonprofitprofessionals.com. In order to expedite the internal sorting and reviewing process, please type your name (Last, First) as the only contents in the subject line of your e-mail.

The Confederated Tribes of the Colville Reservation is an equal opportunity employer and proudly values diversity. Candidates of all backgrounds are encouraged to apply.