

SAN FRANCISCO HEALTH SERVICE SYSTEM

Affordable, Quality Benefits & Well-Being

San Francisco Health Service System Executive Director

The San Francisco Health Service Board is recruiting for an Executive Director (Director) of the San Francisco Health Service System (SFHSS). The San Francisco Health Service System negotiates and administers benefits approved by the Health Service Board for the over 121,000 employees and retirees of the City and County of San Francisco, the SF Unified School District, the Community College of San Francisco, and the SF Superior Court, and their dependents. SFHSS executes all process phases related to benefit operations and administration. SFHSS has a benefits budget of over \$3.4 million and an administrative/operations budget of \$15 million. The Board of Supervisors must approve both budgets. The position is the key executive and management leader of SFHSS and reports to the Health Service System (HSS) Board. The Board consists of seven members (Board), elected and appointed, who meet monthly. The rates and benefits are designed, negotiated, and approved by the Board. SFHSS conducts routine requests for proposals and currently contracts with three main medical vendors with both fully insured and self-insured plans. In addition, SFHSS provides dental and voluntary benefits. SFHSS has a robust Well-being and a Data Analytics program. The Director regularly reviews medical and pharmacy utilization and the performance of SFHSS' Accountable Care Organizations. The Director is expected to analyze health benefit proposals and identify opportunities to control healthcare costs while preserving and enhancing quality. The Director is responsible for the success of these programs and all other operations within the department. With input from the Board, the Director is responsible for strategic planning and direction of HSS.

Successful candidates must possess demonstrated skills and experience in the following:

In the area of **Leadership and Vision**, the Director is expected to envision future possibilities and articulate a clear and compelling vision that inspires the staff to achieve strategic goals and organizational results. The Director also identifies and capitalizes on strategic and operational opportunities consistent with SFHSS' mission, vision, and goals. The Director models integrity, leadership, and management behaviors. The Director also demonstrates an executive-level knowledge and understanding of the technical and professional aspects of SFHSS operations, e.g., legal, actuarial, benefits, technology, City dynamics, etc., and works to maintain such knowledge over time.

In the area of **Resource Management and Governance**, the Director, working with staff and the Board, defines ambitious yet realistic long-term and annual goals and objectives in a manner consistent with SFHSS' mission. The Director demonstrates accountability, discretion, and sound judgment when using and managing SFHSS resources – operational, financial, and human. Given political constraints and circumstances, the Director is effective in obtaining/maintaining necessary resources. The Director manages

risk and compliance appropriately, and assures that staff exercises accountability for managing risk and compliance. The Director is expected to provide sound, well-supported policy analysis and recommendations to the Board as appropriate.

In the area of **Management of People**, the Director is expected to foster an environment of individual growth and professional development. The Director recognizes and utilizes the skills of others through delegation and by clearly outlining performance expectations. The Director provides timely performance feedback and recognizes superior performance. The Director recruits, retains, mentors, and effectively coaches a talented and diverse staff. The Director maximizes organizational results and individual effectiveness by defining measures of success.

In the area of **Collaboration and Communication**, the Director collaborates with key constituents to successfully achieve organizational goals. The Director proactively establishes relationships with employees, system members, partners, the City, and the community. The Director understands the needs of these individuals and shares information and knowledge to meet SFHSS objectives. The Director develops relationships that are built on confidence and trust. The Director seeks perspectives and opinions from others to ensure sound decision-making that leads to understanding the strategic and operational direction of SFHSS. The Director clearly expresses ideas orally and in writing and demonstrates skill in actively listening and interacting with others. The Director adapts to varying and unexpected situations and is flexible in resolving organizational challenges. The Director ensures the Board is provided with all necessary and timely information and is kept abreast of all important health policy trends and developments.

In the area of **Client Service Focus**, the Director demonstrates a commitment to client service and works to create a culture of service quality within SFHSS. The Director identifies and communicates service needs and objectives and establishes ongoing communication processes that are both proactive and responsive. The Director is expected to resolve service problems promptly and professionally. The Director continually seeks to assess the quality of member service. The Director values and delivers high-quality, responsive, innovative service to all HSS members.

Duties

- Subject to the policy determinations of the Health Service Board, the Director is responsible to and works with the Board in developing, negotiating, and implementing employee benefit programs, including those required by the Charter, provided for in Memoranda of Understandings, and Voluntary benefits, for the City and County of San Francisco, the San Francisco Unified School District, the Community College of San Francisco and the San Francisco Superior Court, employees, retirees, and their dependents. The Director is responsible for the smooth overall functioning and management of all divisions within HSS: Administration, Finance, Operations, Data Analytics and Well-being.

- The Director is responsible for establishing and updating the operating budget and the Healthcare Sustainability Fund as defined in the Charter with the approval of the Health Service Board. The Director also works to obtain the Board of Supervisors' approval of rates and benefits on an annual basis, as defined in the City Charter. The Director adheres to the budget and is focused on prudent fiscal management and accountability.
- The Director establishes a meaningful and realistic vision for the future of the System by developing, with HSS Board participation, a multi-year strategy for health benefits programs for employees and retirees (such as health insurance, wellness programming, long-term disability, and/or voluntary health benefits). The Director sets appropriate priorities, anticipates and prepares for future requirements, develops contingencies and realistic short and long-range plans to meet System objectives, and carries out the System's mission.
- The Director is responsible for cultivating key relationships between the City and County of San Francisco elected officials, key departments, and the three other HSS participating employers, as well as with other public entities and strategic entities outside the organization.
- The Director ensures compliance with all local, state, and federal laws, including HIPAA, COBRA, and the ACA. The Director anticipates the need to change strategies in a changing legislative and regulatory environment. The Director ensures compliance with City contracting processes in end-to-end administration. The Director is responsible for directing the preparation, review, approval, and maintenance of important records and reports affecting SFHSS and ensures accurate financial reporting and unqualified external audits.
- The Director is responsible for ensuring excellent customer service and for resolving member complaints, grievances, and appeals in a timely manner. The Director communicates and makes presentations of policies, rules, and regulations with boards, administrative officials, representative groups, and members of the Health Service System. The Director is responsible for the accuracy and appearance of all HSS materials produced and distributed, including electronic and social media materials.
- The Director is responsible for providing analysis and well-supported advice on policy initiatives, including any legislative issues related to administering various benefit programs that may impact HSS.

The Successful Applicant will have

- Highly analytical healthcare experience and/or health insurance experience with in-depth knowledge of health benefits policy and design;
- Political and business acumen with strong leadership skills and proven ability to deliver results;
- Hands-on experience in day-to-day administration of employee and retiree health benefits, including legal compliance (ACA, HIPAA, COBRA, IRS Section 125, tax reporting, and California State insurance laws);
- Ability to foster and maintain relationships at all levels and with key constituencies using excellent oral and written communication skills to generate consensus;
- Knowledge of benefit systems and experience with Microsoft Office Suite, PeopleSoft, and Salesforce Customer Relationship management programs;
- Proven experience in healthcare/claims data analysis and monitoring of plan performance via performance guarantees, quality care metrics, financial metrics, and
- Demonstrated experience working with or serving on a voluntary governing board in a leadership capacity.

Minimum Qualifications

- Possession of a baccalaureate degree from an accredited college or university in Human Resources, Business, Health Administration, or other related discipline; AND
- Increasing levels of responsibility in employee health benefits policy, design, and administration, with a minimum of 5 years of management-level employee benefits/health plan administrative experience and a minimum of 3 years of senior management/executive level employee benefits/health plan administrative experience.

Desirable Qualifications

- Possession of an advanced degree such as a MBA or a Masters' Degree in another related discipline.
- Possession of a Professional Certification such as CEBS (International Foundation of Employee Benefit Plans), SPHR (Human Resources Certification Institute) or SHRM-SPC (Society for Human Resource Management).

Substitution

- Applicants may substitute up to two (2) years of the required education with a current Certified Employee Benefits Specialist (CEBS) certification plus additional qualifying experience in employee benefits/health plan administration at the senior management/executive level. One year (2000 hours) of additional qualifying experience will be considered equivalent to 30 semester units/45 quarter units.
- Applicants may substitute up to two years of the required management-level experience with a Masters in Human Resources Management, Health Administration, Health Economics, or a related discipline year-to-year basis.