

POSITION SPECIFICATION

POSITION TITLE: Chief Executive Officer (CEO)

LOCATION: Franklin, TN

ORGANIZATION: Mercy Community Healthcare (www.mercytn.org)

Mercy Community Healthcare is a Federally Qualified Healthcare Center (FQHC) that provides quality, integrated healthcare for all ages, focusing on the underserved. Services include primary care; behavioral and mental health services, including counseling and psychiatry; chronic disease management; and patient and family support. Mercy offers a sliding scale, self-pay program to assist the uninsured and underinsured.

Mercy's mission is to reflect the love and compassion of Jesus Christ by providing excellent healthcare to ALL and support to their families.

POSITION SUMMARY

The Chief Executive Officer (CEO) is responsible for exemplifying Mercy's Christian mission and corporate values while leading the organization as both a ministry and a healthcare provider. The CEO provides overall management, strategic direction, and operational oversight to ensure fulfillment of Mercy's mission, vision, and goals. This includes leading the Executive Strategy Team (EST), overseeing financial stewardship, cultivating organizational growth, and building strong community partnerships that enhance awareness, collaboration, and support across the state of Tennessee.

KEY DELIVERABLES

- Execute a fiscally stable operating model with a sustainable operating margin
- Manage Mercy's relationship with financial institutions
- Grow Mercy's annual fundraising, including donor cultivation
- Grow Mercy's patient and non-patient annual revenue
- Increase employee satisfaction and decrease employee turnover
- Strengthen Mercy's culture, including safety and quality standards

ESSENTIAL DUTIES / RESPONSIBILITIES

1. Mission and Culture Leadership
 - Model Mercy's mission and values to create an organizational culture grounded in faith, service, and excellence.

- Lead by example, inspiring and empowering the EST to execute the Mission, Vision, and Strategic Plan of the organization.
2. Executive Leadership and Team Empowerment
 - Guide, mentor, and hold accountable direct reports to ensure achievement of corporate and departmental goals.
 - Foster collaboration, trust, and independence within the EST, allowing each leader to operate effectively within their scope of responsibility and as a team.
 3. Strategic and Financial Oversight
 - Develop, lead and monitor a comprehensive financial turnaround strategy that includes revenue cycle improvement, grant and philanthropic funding optimization, cost containment, operational efficiency and financial forecasting. The CEO will be expected to work closely with the Board of Directors to establish clear financial goals, metrics, and reporting structures.
 - Provide vision and leadership in the development of ambitious yet attainable financial plans and budgets.
 - Lead the CFO and Marketing and Development team in driving fiscal sustainability through grants, partnerships, and donor engagement.
 - Ensure alignment of resources with mission-driven priorities.
 4. Compliance and Quality Assurance
 - Maintain organizational compliance with all federal, state, and local regulations, including FQHC requirements.
 - Ensure systems are in place for ongoing quality assurance, peer review, and accountability, with operational leaders managing day-to-day compliance processes.
 5. Community Engagement and External Relations
 - Represent Mercy as a visible and trusted leader in our service areas and within the state of Tennessee.
 - Build and sustain relationships with donors, partners, businesses, and faith-based and healthcare organizations to expand Mercy's impact.
 - Manage a donor portfolio assigned by the Marketing and Development Team.
 - Serve as a spokesperson and ambassador for the mission and ministry of Mercy.
 6. Board Relations
 - Collaborate closely with the Board of Directors, providing strategic updates, insights, and recommendations to support informed governance and mission alignment.

- Build strong individual relationships with board members to advance shared goals.
7. Vision and Strategic Growth
- Continuously evaluate healthcare trends, legislative changes, and community needs to position Mercy for long-term success.
 - Dedicate time for research, reflection, and strategic thinking to anticipate opportunities and challenges.
8. Other Duties as Assigned
- Adapt and respond to the evolving needs of the organization, community, and industry environment.

QUALIFICATIONS

Education and Experience Required:

- Bachelor's degree in Business Administration, Healthcare Administration, Public Administration, or related field
- Minimum 5 years' experience in executive-level leadership in healthcare
- Prior fundraising experience involving high-level donor relations
- Demonstrated success in strategic planning, team leadership, and community engagement
- Proven ability to align strategic and operational priorities to attain financial stability
- Proven experience managing budgets of at least \$10 million

Education and Experience Preferred:

- Master's degree in Business Administration, Healthcare Administration, Public Administration, or related field
- Experience with FQHCs and/or nonprofits
- Proven experience managing budgets of at least \$20 million

KEY COMPETENCIES FOR SUCCESS:

- Outstanding ability to build interpersonal relationships at all levels.
- Excellent communication skills, both written and verbal.
- Proven ability to establish, build, and nurture donor and community partnerships.
- Demonstrated passion for marginalized populations.
- Demonstrated ability to secure major funding.
- Ability to think strategically and make good decisions under pressure.

- Sense of urgency and a bias for action.
- Proven leadership, teambuilding, and organizational skills.
- Proven ability to maintain integrity in a fast-paced and high-demand environment
- Proven ability to manage and achieve performance goals.
- Ability to analyze and process high volumes of information; multi-task, manage priorities; follow through.
- Ability to interact with people from all backgrounds, ages, and lifestyles.

GUIDING PRINCIPLES

Core Value #1: **Compassion** – Showing the Love of Jesus Christ in Everything We Do

Core Value #2: **Excellence in Service** – Treating every Patient Like We Would our Own Family

Core Value #3: **Innovative Community Champions** – Delivering on Mercy's Promise Every Day

Core Value #4: **Integrity** – Ensuring that Our Action are Always Guided by Our Principles

Core Value #5: **Stewardship** – Honoring the Blessing of Mercy's Bounty of Resources

Core Value #6: **Teamwork** – Empowering Each Other to Achieve our Divine Objectives

COMPENSATION

\$175,000-\$260,000

Mercy offers a competitive benefits package including Medical, Dental, Vision, PTO, and 401(k).

CONTACT INFORMATION

If you are qualified and interested in this great opportunity, please submit your resume (in .pdf format), along with your most recent compensation information to CEOSearch@mercyn.org. Please indicate **Mercy CEO** in the subject line.