



# Job Description — President & Chief Executive Officer (CEO)

Organization: Faith Family Medical Center

Reports To: Board of Directors

## Organization Summary

**Faith Family Medical Center** is a faith-based, non-profit primary care organization based in Nashville, Tennessee, dedicated to a powerful mission: *to provide hope and healing to neighbors in need*, specifically the uninsured and underinsured residents of Middle Tennessee. Founded in 2001 to offer affordable, high-quality healthcare, Faith Family seeks to serve as a trusted “healthcare home” where patients can access comprehensive services, including primary care, behavioral health, diagnostic lab testing, wellness programs, and more. Faith Family operates on a sliding-scale fee structure and supplements patient fees with grants, donations, and community support to sustain its services. Today, the organization employs more than 40 team members and serves 3,600 patients each year through 12,000 clinic visits, with strategic plans underway to expand capacity and services that deepen its impact on community health and wellness. Driven by core values of *Love First, Inspire Hope, Serve with Grit, Set the Standard, and Always Believe*, Faith Family Medical Center emphasizes holistic care that addresses physical, emotional, and spiritual well-being for all we serve.

## Position Summary

The President & Chief Executive Officer (CEO) provides strategic and operational leadership to fulfill the organization’s mission, vision, and values. The CEO directs the overall operations of the organization, partnering closely with the executive leadership team and in accordance with policies and objectives established by the governing Board, ensuring high-quality, patient-centered care; financial stewardship; regulatory compliance; and a culture of accountability, innovation, and service excellence. This gifted leader is a person of Christian faith.

## Essential Responsibilities

### Leadership & Strategy

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- Develops, enhances, refines, and executes Faith Family Medical Center’s strategy, operations, and near-term/ long-term objectives, ensuring alignment to mission and values of the organization and in partnership with the board and leadership team
- Excels at fundraising, including expanding donor networks across grants, corporate gifts, etc.
- Demonstrates transformational leadership skills, including setting bold vision and leading and inspiring through change
- Recruits for (with input from the Board of Directors) and provides operational oversight & ongoing performance feedback to executive leadership team members



- Establishes effective organizational structures, delegating authority and creating formal accountability mechanisms for leaders and teams
- Stays current on healthcare delivery innovations and market trends to inform strategic decisions and risk management

### ***Governance & Board Relations***

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- Serves as the primary liaison to the Board of Directors—prepares and presents regular reports on quality, patient safety, finance, and strategic initiatives
- Supports effective Board governance, committee engagement, and recruitment to ensure an appropriate mix of skills and diverse perspectives
- Communicates transparently with the board and executive leadership team and other key stakeholders, as appropriate

### ***Communication & Responsiveness***

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- Articulates and delivers information in a clear, concise, and compelling manner to effectively engage others and achieve desired results, adjusting message and delivery style appropriately for varied audiences
- Invites inclusive dialogue, practices active listening and responds to others (or situations) in a timely manner, taking appropriate action with empathy and humility

### ***Growth & Partnerships***

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- Builds strategic alliances with physicians, healthcare providers, community organizations, and health systems to expand access and further capabilities
- Fuels the growth of existing service lines and programs, such as HealthPass (our direct primary care program)
- Identifies, evaluates, and launches innovative programs and service lines aligned to community needs and organizational mission and strengths
- Represents the organization externally as primary spokesperson; enhances brand awareness through proactive communications

### ***Community & Fundraising***

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- Partners with Chief Development Officer to build / execute on aggressive fundraising goals
- Understands regulatory environment thoroughly and weighs potential impacts to Faith Family Medical Center, responding thoughtfully and proactively
- Communicates organizational impact across channels (print, social media, events) to engage stakeholders and the broader community



- Participates in relevant associations and networks; maintains partnerships with public health agencies and community providers

### ***Finance & Operations***

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- Provides fiscal stewardship through disciplined revenue growth, expense management, and capital allocation
- Directs development and presentation of annual operating and capital budgets, position control, and multi-year forecasts
- Ensures cost-effective delivery of services across service lines; monitors performance dashboards and KPIs

### ***People & Culture***

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- Builds a competitively superior organization by attracting, developing, and retaining high-performing, mission-driven talent
- Ensures robust orientation, training, and continuing education programs; develops leaders through coaching and performance management
- Promotes diversity, equity, inclusion, and a culture of integrity, collaboration, and accountability

### ***Quality & Patient Experience***

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- Champions a patient-first culture; models service excellence and leads service recovery when necessary
- Drives continuous improvement initiatives to elevate clinical quality, patient safety, throughput, and patient experience
- Ensures compliance with accrediting and regulatory agencies and promptly addresses any problematic survey findings

### ***Compliance & Risk***

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- Ensures adherence to federal and state healthcare laws and regulations; maintains robust compliance and risk management programs
- Implements policies and procedures that guide and support safe, ethical, and compliant operations
- Maintains emergency preparedness and business continuity plans



## Qualifications

- **Education:** Master's degree in business administration, Healthcare Administration, Health Science, or related field required; suitable bachelor's degree may be considered with extensive administrative experience
- **Experience:** Minimum 2+ years in a COO or CEO role (in healthcare industry); 5+ years applicable senior leadership experience preferred
- **Professional Memberships:** ACHC or other healthcare-related association history is a plus
- **Knowledge:** Healthcare delivery models; federal/state regulations; accreditation standards; financial acumen; strategic planning; change management
- **Skills:** Executive communication; relationship-building; stakeholder engagement; impactful communication; talent development; data-driven decision making; innovation; and operational excellence

## Physical Demands & Work Environment

- Frequent sitting; occasional standing and walking; regular computer and phone use
- Occasional lifting/moving up to 25 lbs
- Medical office environment with routine on-site presence across facilities/locations; exposure to clinical environments

## Other

Performs other duties as assigned. Practices and adheres to the organization's Code of Conduct and Mission & Values

## Acknowledgment

My signature below acknowledges that I have read this job description and can perform the responsibilities and meet the requirements. I understand this description and duties may change at any time based on organizational needs.

Employee Signature: \_\_\_\_\_ Date: \_\_\_\_\_