

Chief Operating Officer

Legacy Community Health

Houston, TX

Salary: \$350,000 – \$400,000

BACKGROUND

The Organization

This mid-sized, full-service healthcare system is comprised of over 50 locations in the Texas Gulf Coast region and offers adult and senior primary care, pediatrics, OB/GYN, behavioral health, dental, HIV/AIDS care, vision, specialty care, and pharmacy services. For over 40 years, this leader in community health has innovated to provide comprehensive, quality healthcare services to underserved communities with the goal of improving overall wellness and quality of life. The organization's services and programs are available to all, regardless of the ability to pay – without judgment or exception. With a total annual revenue of \$420 million and a staff of 1,800, the organization serves over 200,000 individuals in the community each year.

The Position

Legacy Community Health seeks a dynamic and strategic Chief Operating Officer (COO) to oversee the day-to-day operations of a complex and growing FQHC network. Reporting directly to the Chief Executive Officer and serving as a key member of the executive leadership team, the COO will lead operational planning, performance measurement, and service delivery across departments, ensuring profitability while managing risk, and providing a superior experience to both internal and external customers and stakeholders.

The COO will partner closely with clinical, administrative, and external stakeholders to strengthen infrastructure, streamline systems, and align operations with Legacy's mission and strategic goals.

ROLE OVERVIEW

Operational Strategy & Excellence

- Collaborate with executive leadership to translate strategic priorities into operational goals.
- Oversee all operational functions and departments, ensuring high-quality execution and alignment with Legacy's mission and priorities.
- Lead the implementation and monitoring of operational controls, measurement systems, and reporting structures.
- Leverage operations data to evaluate progress against strategic goals and identify areas for efficiency, innovation, and improvement.
- Ensure a high-quality internal and external customer experience, operational efficiency, and compliance with FQHC regulations, while continuously optimizing workflows to improve access and enhance impact.
- Partner closely with clinical leadership to drive seamless, cross-functional collaboration.
- Lead the development and execution of scalable systems, processes, and talent strategies to strengthen operational infrastructure and advance organizational goals.
- Support financial sustainability by ensuring operations contributes to Legacy's profitability, cash flow, and long-term financial objectives.

Team Leadership and Culture

- Ensure the operational leadership structure is in alignment with the organization's current and future goals.
- Strengthen and support operations managers, building their capacity to lead effectively and independently.
- Foster a collaborative, success-oriented, and accountable team culture.

Annual Revenue	Locations	Total Patients Served	The Team
\$420 Million	>50	200K annually	<p>1,800 staff total</p> <p>850 operations staff</p> <p>Direct reports:</p> <ul style="list-style-type: none"> • VP of Clinical Operations • VP of School-Based Health • VP of Specialty Care • VP of Patient Access • Sr. Director, Facilities • Director, Security

THE IDEAL CANDIDATE

The ideal candidate for the Chief Operating Officer position possesses the following competencies:

Instills Trust	Communicates Effectively	Ensures Accountability
Gaining the confidence and trust of others through honesty, integrity, and authenticity.	Developing and delivering strong written and verbal communications, conveying an understanding of the unique needs of different audiences.	Holding self and others accountable to meet commitments.
Organizational Savvy	Plans & Aligns	Drives Engagement
Maneuvering comfortably through complex policy, process, and people related organizational dynamics.	Planning and prioritizing work to meet commitments aligned with organizational goals.	Creating a climate where people are motivated to do their best to help the organization achieve its objectives.

Additional Qualifications

- At least five years of executive-level operational experience in a complex healthcare or social services organization; experience in an FQHC strongly preferred.
- Proven ability to lead people, projects, and complex operational processes in a complex and dynamic organization.
- Highly collaborative, with demonstrated ability to work and drive engagement across departments.
- Strong planning, organizational, and analytical skills with a detail-oriented and results-driven mindset.
- Demonstrated expertise in modern management practices, policy development, and cross-functional execution.
- Skilled in managing multiple, competing priorities with sound judgment, effective problem-solving, and timely decision-making.
- Track record of hiring, developing, and retaining high-performing teams, including succession planning aligned with organizational growth.
- Experience setting performance standards and managing toward accountability and continuous improvement.
- Strong financial acumen.
- A servant leadership mentality, with a commitment to fostering a culture of support and accountability.
- EPIC experience preferred.
- Willingness and ability to travel as needed.

WHO WE ARE

Work Environment

All Legacy staff are required to follow and uphold Legacy's Mission, Vision, and Values, Legacy's Policies and Procedures, The Code of Conduct and The Code of Ethics and Compliance Plan. In addition, the following competencies are expectations for all employees:

Respectful and Courteous to Others

Employees refrain from disruptive and disrespectful behaviors that could be offensive to patients and employees, potentially creating a disruptive work environment.

Upholds Confidentiality of All Sensitive Data

Employees respect the rights of privacy of our patients and employees including adhering to all HIPAA compliance regulations.

Values Cultural Differences

Employees are courteous and respectful in interactions with employees, patients, and our community.

Responsive

Employees respond quickly, graciously and appropriately to employees and patients.

Clear and Effective Communication

Employees are personally accountable to foster positive and clear communication with all employees and patients.

Teamwork and Adaptability

Employees contribute positively to the Legacy team and are committed to treating others with courtesy, honesty, and respect. Exhibits ability to handle and adapt to changing work environments or unexpected events. Ability to change methods and approach to best fit situations.

Our Commitment to Diversity, Equity, & Inclusion

It is the policy of Legacy Community Health to provide equal employment opportunity (EEO) to all persons regardless of age, color, national origin, citizenship status, physical or mental disability, race, religion, creed, gender, sex, sexual orientation, gender identity and/or expression, genetic information, marital status, status with regard to public assistance, veteran status, or any other characteristic protected by federal, state or local law. In addition, Legacy will provide reasonable accommodations for qualified individuals with disabilities.

COMPENSATION AND BENEFITS

Salary

The salary range for this position is \$350,000 to \$400,000 plus a comprehensive benefits package including medical/vision/dental, 10 paid holidays, and a 403B retirement plan.

TIMELINE AND NEXT STEPS

If you are interested in this position, please [click here](#). All applicants will receive an email confirming receipt of their application.

We encourage candidates of all backgrounds to apply even if you do not meet all of the qualifications outlined above. If you are selected to move forward for an initial screening call, we expect you to hear from us by September.

Sarah Raful Whinston
Partner
swhinston@drgtalent.com

Jess Black
Senior Talent Consultant
jblack@drgtalent.com

[Submit an application](#)