

Position Open: Executive Vice President - Operations

Job Summary

Articulate and possess a fundamental commitment to the provision of the highest quality of services to individuals and families with intellectual/developmental disabilities and behavioral health challenges.

Essential Job Functions

- ✓ Review progress in relationship to the Operational Plan, clearly communicate the findings to the staff, and prepare a report to the CEO every 60 days.
- ✓ Supervise and evaluate the work performance of Regional Vice-Presidents (RVP) for compliance with established policies and objectives of the program, provide assistance as needed, and contribute to attaining objectives.
- ✓ Work with the RVP's to recruit and select Executive Directors as needed.
- ✓ Serve as liaison between staff and management team.
- ✓ Expand and diversify services and revenue opportunities.
- ✓ Direct the preparation of the program budget, determine the amount of resources required to finance program operations, and present budget to CEO and EVP of Administration/CFO for consideration and approval.
- ✓ With the CFO, review all financial operational procedures, rules, standards, and regulations governing financial receipts and disbursements.
- ✓ With the CFO, prepare and/or review for approval various financial reports required by regulatory and other funding agencies.
- ✓ With the VP of Administration, develop policies and procedures designed to produce a healthy, positive working environment that contributes to improving levels of employee morale and job performance.
- ✓ Establish strong and effective working relationships with regulatory bodies, funding sources, and other service providers/professional organizations involved with, or ancillary to, the goals and services of the organization.
- ✓ Represent the organization and its views; interpret the programs and policies of the organization to the media, individuals, community groups, and governmental agencies.
- ✓ Provides, as needed, direction and consultation in areas of client services.
- ✓ Develop with senior and executive management the organization's policies and procedures to comply with Federal, State and Parish/County regulations governing fiscal operations, programs, certifications, and licensure.
- ✓ Makes decision in resolving complaints or concerns about client services; decisions may be appealed by the CEO.
- ✓ Inform, make recommendations, or advise the CEO.
- ✓ Conduct regular site visits to each of the Divisional Offices to meet with the Executive Director and key staff members.

Education/Experience

- ✓ Bachelor's degree required; a master's degree is preferred.
- ✓ Minimum of ten years related experience, including two years in an administrative or supervisory capacity is required.
- ✓ Minimum of 10 years of senior management experience in a similar or related field.
- ✓ Background leading a complex organization, such as a multi-service and/or multi-location with multiple budgets, working with a Board of Directors, and experience in leading an organization with strong development activities and entrepreneurial endeavors.
- ✓ Additional management experience in a healthcare or human services related field is preferred.
- ✓ Experience and knowledge in planning and providing direct services to individuals with disabilities.

Physical Demands

- ✓ Constantly moves about to coordinate work
- ✓ Regularly works in fast pace environment with multiple task deadlines
- ✓ Regularly moves and positions objects weighing up to 50 pounds
- ✓ Occasionally exposed to viruses and infectious conditions
- ✓ Constantly alert and observant during working hours

Reasonable accommodations may be made to enable individuals with disabilities or a medical condition to perform the essential functions.

Key Selection Criteria

- ✓ Commit to the Evergreen mission, vision and values; leads the organization, its people, operations and practices in alignment with those principles.
- ✓ Outstanding written and verbal communication skills for effectively interfacing with diverse groups of people, both inside and outside of the company.
- ✓ Extensive business acumen with in-depth knowledge of the financial drivers within a long-term care environment.
- ✓ Ability to manage and lead field operations through operational metrics.
- ✓ Ability to analyze P&L's to identify key issues and to develop corrective action plans.
- ✓ Proven expertise in implementing cost control measures to effectively manage working capital to optimize the organization's financial performance. He/she must understand how future policies and practices affect the business.
- ✓ Develops and maintains cooperative and courteous relationships with employees, clients, legal guardians, families, guests, vendors, and the public to maintain goodwill toward Evergreen, projecting a positive image.
- ✓ Strong analytical and critical thinking skills; focus on driving disciplined, fact-based decisions and executing with discipline and urgency.
- ✓ Record of strong business development, including elevating organizational visibility, resource development and revenue growth.
- ✓ Commercially oriented strategic thinker who is willing to take initiative and a hands-on approach, roll up his/her sleeves and get the job done with a minimum of support staff or outside consultants.
- ✓ Knowledgeable and experienced in the implementation and management of quality assurance and quality control procedures.
- ✓ Demonstrate knowledge of employment policies and practices; has considerable knowledge of effective supervisory practices and the ability to direct and supervise the work of others.
- ✓ Have knowledge in the areas of intellectual and developmental disabilities, education, habilitation, and related health and emotional needs of persons with intellectual and developmental disabilities.
- ✓ Promote good interpersonal relationships and cooperation among staff, clients, sponsors, volunteers, and the community.
- ✓ Solid experience in environments with a continuous improvement and quality mindset.
- ✓ Decisive leader adept at designing workflows and holding staff accountable to the performance metrics.
- ✓ Proactive with key stakeholders to identify and meet customer needs and requirements.
- ✓ Effective relationship-building skills, as well as the bearing and demeanor to quickly command the respect and trust of all employees.

Employment Variables

Must have a good driving record which meets the minimum requirements for Evergreen and reliable transportation. Must pass drug screen and criminal background check. Must be able to work some evenings when required.

Resumes will be accepted for 7 days from date of posting. Submit resumes to Beth Ann Holmes, bholmes@evergreenls.org.