



## **Chief Operating Officer**

### **Village Shalom**

Overland Park, Kansas

November 2017

## **The Opportunity**

Village Shalom, founded in 1912 with the express purpose of providing the highest quality long-term care to seniors, is a thriving, award-winning Continuing Care Retirement Community (CCRC) in the Greater Kansas City area. An independent, not-for-profit organization strongly supported by the Kansas City Jewish community, Village Shalom is a highly regarded, financially sound organization occupying a modern, 26-acre campus with high-quality residential services and care. Located in a desirable community with many amenities nearby, it has a stable management team and low staff turnover.

The Chief Operating Officer (COO) will lead and strengthen the daily operations of Village Shalom, and have an integral role in a major expansion which is anticipated to break ground in the late spring of 2018.

## **The Organization**

Village Shalom annually serves more than 800 seniors on a campus that includes 64 independent living villas, 54 assisted living apartments, 52 private suites for long-term skilled nursing and short-term rehabilitation, and 36 private memory care suites.

Community members can make use of Village Shalom's Wellness Center, the Great Days Social Club adult day care program, the on-site Epstein Gallery of Art and outpatient rehabilitation services. Village Shalom employs almost 250 staff members. For more information, visit [www.VillageShalom.org](http://www.VillageShalom.org).

Village Shalom maintains its commitment to providing resident-centered care that values everyone's quality of life. The recipient of regional and national awards for its innovations in senior living and care, Village Shalom's services are provided to meet the physical, social and spiritual needs of senior adults from diverse cultures and economic backgrounds.

The culture of Village Shalom is driven by a commitment to excellence in resident services and care. It is a hard-working organization with high standards, yet pays careful attention to work/life balance. The culture is open-minded, flexible and receptive to new ideas.

Village Shalom is located in a desirable, safe community within the state's top-rated school district. The Kansas City area offers access to excellent professional, cultural, educational, and recreational opportunities and amenities.

## **Expansion & Repositioning Project**

Village Shalom has embarked on a major expansion and repositioning project. The project will include 76 independent living apartments that share a connection with the community's main campus. The apartment building will include underground parking and a collection of new amenities on "Main Street." The expansion will also bring a free-standing Household Model memory care community with 48 private suites — two 16-bed assisted living-based households and one 16-bed skilled nursing-based household — to replace the existing 36 memory care units. Construction is expected to commence in April 2018.

The proposed project will also include a major campus renovation that will relocate and replace the existing short-term rehabilitation center with a hospitality-driven facility and enhanced therapy gym. A future phase includes a free-standing building with 13 independent living apartments and underbuilding parking. Village Shalom is conducting a major \$16 million fundraising campaign in support of the new project.

## The Position

Reporting directly to the Chief Executive Officer (CEO), the COO is responsible for planning, directing, coordinating and overseeing the daily operations of Village Shalom. This includes facilities and grounds, dining services, nursing, resident services and programming, social services and assisted living operations. While upholding the mission of Village Shalom, the COO will perform the following functions:

- In collaboration with direct reports, to assist in the overall budget process. This will be done in conjunction with the CEO and Director of Finance.
- Develop and foster a strong orientation toward customer service and hospitality.
- Direct, oversee and monitor the following functions in conjunction with direct reports and staff-led committee work:
  - Review, development and implementation of operational processes including appropriate documentation and ongoing monitoring of effectiveness;
  - Policy development, timely reviews, updating, implementation and staff training;
  - Compliance matters including life/fire safety, health survey, HIPAA, OSHA and federal & state regulations;
  - Quality improvement/quality assurance; quality indicators, departmental audits and monitoring, and incident reports for follow-up items; and implementation of corrective action;
  - Resident, employee and visitor safety initiatives; and
  - Emergency preparedness.

He/she will also be expected to:

- Demonstrate a commitment to the Village Shalom mission and core values by reading, understanding, seeking clarification and applying its principles;
- Promote a spirit of cooperation, teamwork and open dialogue within and between departments;
- Understand and embrace the cultural and ethnic differences among all affiliated with Village Shalom— to create an environment that allows everyone to work toward and reach their fullest potential; and
- Actively contribute to a positive and respectful work environment.

## The Candidate

The right COO candidate will hold a Bachelor's degree in healthcare administration or related field, with at least five years of experience leading operations in a long-term care setting, ideally including skilled nursing, assisted living, memory support and independent living. Graduate education is a distinct plus. S/he should have a big picture perspective, and be skilled at managing and integrating different business lines and functions. Candidates who are licensed Nursing Home Administrators are preferred, but those who are not will have the opportunity to work directly with the support of the CEO to earn this credential. The right candidate must have:

- Strong leadership and supervisory skills;
- Effective communication skills, both verbal and written;
- Strong problem-solving and decision-making skills;
- Project management skills;
- Excellent time management and organizational skills;

- Knowledge of Medicare and Medicaid programs;
- Knowledge of risk management, quality improvement and quality assurance.

Most importantly, he/she will demonstrate the ability to build lasting, quality and effective relationships with employees, donors, residents and their families. The right candidate will also:

- Thrive in an independent, free-standing organization not having a large corporate infrastructure; this often means “wearing many hats” and being resourceful and creative in achieving results;
- If not Jewish, be willing to learn about Judaic traditions and values;
- Retain a big-picture perspective, yet not at the expense of thoroughness and attention to detail.

## **Compensation**

Compensation package will be constructed commensurate with the selected candidate’s background and accomplishments. Most significant is the opportunity to assume a key role in an innovative, nationally renowned organization.

## **For More Information**

We welcome and appreciate referrals. Interested parties should send resume and cover letter to [VShalomCOO2226@ZurickDavis.com](mailto:VShalomCOO2226@ZurickDavis.com). For additional questions, please contact **Ellen Mahoney** or **Jeff Zegas** or at 781.938.1975. Contact with our office will remain confidential.

## **Equal Employment Opportunity Statement**

Village Shalom is firmly committed to providing equal employment opportunity. Village Shalom does not discriminate in either their hiring practices or their employment practices on the basis of race, color, gender, age, national origin, ethnicity, ancestry, religion, disability, military status, sexual orientation, genetic information or physical characteristics. It is integral to their mission and vision that they provide a work environment that actively provides respect, dignity and equal participation, and facilitates job performance, job satisfaction and excellent patient care.