

Leadership Profile

Chief Human Resources Officer

September, 2021



Jewish Senior Services[®]

excellence in our home and yours

Jewish Senior Services

Bridgeport, CT

The Opportunity

This is an opportunity to become Chief Human Resources Officer (CHRO) of a progressive and diversified \$60 million senior care organization located near the Connecticut coastline. The organization is not unionized and treasures a culture that is warm, personal, very open and inclusive.

The Organization

Jewish Senior Services, Inc. (JSS) is a highly-respected, nationally-recognized non-profit senior care and aging services organization serving the well and frail elderly of Fairfield County, CT. JSS is among the premier providers of care for the elderly in the region and is most often the first-choice resource for families and healthcare professionals. Since its opening in 1973, JSS has provided unparalleled care to older adults through a wide range of geriatric care and aging services. The organization employs 900, has an \$12 million endowment, and has remained union-free since its inception. For more information see www.JSeniors.org.

Consistent with Jewish values and traditions, the *Mission* of Jewish Senior Services is to assure Jewish seniors the health care, housing and geriatric services required to achieve the highest possible quality of life reasonably attainable for them.

The *Vision* of Jewish Senior Services is to be a premier senior living and community-based service provider, and the first-choice resource recommended by professionals to seniors and their families. JSS is in strong financial condition and has grown steadily over the years. Today JSS is comprised of:

- A 294-bed skilled nursing home (the only "Household" model in Connecticut), featuring the Work Center (a sheltered workshop), respite care and outreach services, physician and nursing teaching and training programs, and an active volunteer corps
- A 32-unit assisted living residence
- Post-Acute Rehabilitation Services (plus outpatient therapies)
- Senior Choice at Home (a "CCRC at Home" program)
- Adult Day Care (Grasmere on Park)
- Home Together (Adult Family Living Homes)
- Non-Medical Home Care ("Compassionate Care Companions")
- Medical Home Care (Roy and Aline Friedman Home Care Agency)
- Hospice Services (Chaifetz Family Hospice)
- The Center for Elder Abuse Prevention (the 2nd of its kind in the United States)
- The Institute on Aging (Geriatric Assessment, Case Management, Physician Services)
- Child Development Center
- The "J" Fitness Center

JSS operates on The Harry and Jeanette Weinberg Campus – a truly integrated inter-generational campus - that opened in 2016. To advance its work in the community JSS is supported by its Women's Auxiliary and Men's Club.

JSS is one of the most well-established, best known senior care and aging services organizations in the Northeast. JSS is the only Jewish-sponsored Senior Living Provider in Connecticut and functions according to traditional Jewish rituals and precepts. The nursing home's Synagogue serves the needs of several congregations in the community. In addition to serving Jewish residents and clients, individuals from many other faith traditions are among residents and clients served at JSS.

JSS is a community resource for the entire region. JSS participates in initiatives in the wider community that enhance the quality of life, health and well-being of seniors and others in the region. JSS is committed to upholding the highest quality standards of care, service and programming and to keeping ahead of emerging trends in healthcare.

The Position

The Chief Human Resources Officer (CHRO) provides executive-level leadership and guidance to the organization's Human Resources operations. The CHRO is responsible for setting, enforcing, and evaluating legally compliant human resources policies, procedures, and best practices, and identifying and implementing long-range strategic talent management goals.

The new CHRO will provide consultation to management to meet strategic goals related to employees including recruitment, compensation, payroll and benefits, training and development, and labor relations. The CHRO will drive strategy and tactics to grow a workplace culture to meet mission and vision with a commitment to equity, diversity, respect, inclusion, and integrity. Specific responsibilities include:

- Overseeing the daily workflow of Human Resources and all functions including recruitment, benefits, employee relations, payroll, compensation and organizational policy.
- Building strong working relationships with senior executives, mid-level management and employees.
- Overseeing all payroll process and regulations.
- Creating long and short-term goals for new employee programs/strategies to demonstrate appreciation and attract, motivate, retain and grow talent.
- Overseeing organizational education including clinical, general in-services and all student rotations and educational partnerships.
- Handling discipline and termination of employees in accordance with company policy.
- Supporting executive decisions to drive change transformation, culture and strategies.
- Serving as a leader for equity, diversity and inclusion by demonstrating passionate and cohesive people skills.
- Attracting and retaining a diverse range of talent.
- Building a culture of best practices.
- Supporting, developing and executing implementation of initiatives including compensation, learning and development, talent management and acquisition, and onboarding.
- Defining, monitoring and reporting key performance indicators to proactively identify and address employment and operational related trends.
- Managing day-to-day employee issues and concerns. Advising management and staff regarding employee relations, policies, and other areas across Human Resources spectrum.
- Ensuring compliance with employment laws and regulations as well as those of the U.S. (federal, state and local).
- Utilizing and identifying resources provided through professional organizations including LeadingAge and the Society of Human Resource Management.

Attractions to JSS and to this Position

There are several things that make JSS an attractive organization at which to work, and this position an exciting one to assume. The Jewish Senior Services organization:

- Occupies a newly constructed, state-of-the-art facility.
- Is a growing organization with a clear commitment to its Mission.

- Enjoys a strong reputation in the local and professional communities.
- Has always been non-union. With progressive ER policies and a welcoming culture, their workforce is loyal and stable, and JSS does not need to use agency nurses.
- Has created a “household model of care” for seniors and is working with area zoning boards to select a site to construct an independent living facility.
- Thrives with a culture that is trusting, warm, personal and familial, and values life balance and having fun.
- Features a management team that is highly collegial and supportive, and their Board of Directors is engaged and highly supportive.
- Is in southwestern Connecticut, an area rich with professional, education, cultural and recreational opportunities, with easy access to NYC, Hartford and Boston.

The Candidate

The next CHRO must have a well-rounded track record in human resources in a progressive, non-union environment. The HR executive for this role must thrive in a highly visible setting and build relationships with staff at all levels. S/he must push for the empowerment of staff and the development of new skills. Personal characteristics include:

- Excellent verbal and written communication skills.
- Excellent interpersonal and conflict resolution skills.
- Excellent organizational skills and attention to detail.
- Strong analytical and problem-solving skills.
- Strong supervisory and leadership skills.
- Thorough knowledge of employment-related laws and regulations.
- Knowledge of and experience with varied human resource information systems.

Critical Success Factors

The success of the hired CHRO after one year on the job will be determined by quality of the relationships she or he has developed with JSS staff. After a year on the job the next CHRO should be accepted, liked, respected, and have earned a high level of professional credibility.

For More Information

We appreciate all referrals. Interested parties please send resume to JSS-CHRO-2315@zurickdavis.com. For more information, please contact **Ellen Mahoney** at Ellen.Mahoney@ZurickDavis.com or Jeff Zegas at JeffZegas@ZurickDavis.com. All contact with **ZurickDavis** will remain confidential.

Jewish Senior Services is an equal opportunity employer.