Job Posting:  

Chief Operating Officer, ACC Senior Services  
February 6, 2018

ACC Senior Services is seeking a dynamic new Chief Operating Officer to plan, direct, and manage the operations of ACC Senior Services to ensure financial viability, prudent growth, and quality of care to residents and program participants.

**JOB SUMMARY**

The Chief Operating Officer (COO) is a member of the Executive Management Team, which includes the Chief Executive Officer, and Controller. This position reports directly to the Chief Executive Officer of ACC. Responsibilities include the daily operational management of ACC programs, including ACC Care Center, community service programs at ACC Greenhaven Terrace and ACC Assisted Living, and subsidiary programs such as Meals on Wheels by ACC.

Compliance with site policies and procedures, federal, state, and local health and human service regulations and ACC administration policies shall be maintained. This position may represent ACC in a consultative and decision making role with vendors, contractors, and grant makers in the pursuit of program, service, and business opportunities. Responsibilities include requesting, researching, recommending and assisting in the development of future supportive service programs or facilities, and management contract opportunities, including financial projections, market and cost studies, scheduling, and performance oversight of projects.

The Chief Operating Officer has responsibility within the approved budget and policies for efficient, effective operation of the day-to-day decision making related to overall service delivery operations and emergency situations. This person, under the direction of the Chief Executive Officer, has authority to recruit, hire, develop, conduct performance evaluations, and terminate employees.

**JOB RESPONSIBILITIES**

1. Directs and monitors the daily activities of all ACC Services including the ACC Care Center, ACC Greenhaven Terrace, ACC’s Community Services programs, and Meals on Wheels by ACC. Ensures that these programs are run efficiently and effectively, meeting operational and service goals while achieving appropriate standards of care, and compliance with all applicable laws, rules and regulations. Conducts frequent and periodic facility visits to review operational performance and to understand/help solve organizational issues.

2. Identifies future needs of the organization and participates in developing strategies to meet changing needs, recommends and assists in the development of new community service, skilled nursing, and residential projects and programs.

3. Identifies and sets organizational goals and objectives based on the organizational strategies; works to achieve organizational and departmental goals and operational targets.

4. Directs budget preparations of the operational units, monitors financial transactions of the
organization, and ensures the financial viability of ACC operating units by meeting operational targets and budget goals

5. Develops marketing plans to maintain competitive strength and viability in the community and strives for full occupancy and a robust consumer demand for residential and program offerings

6. Ensures the continued excellent reputation that ACC has throughout the local community for providing quality resident care and a compassion for caring for the elderly population

7. Maintains positive interactions with the local community by contact with community leaders and participates in community service activities and other appropriate activities which foster ACC’s image

8. Leads in the development and curation of policy, programs and staff accountability to achieve excellent resident, participant, and employee satisfaction

9. Ensures that the organization has appropriate policies and guidelines for the effective operation of the organization and complies with those policies

10. Ensures organizational maintenance of appropriate licensure and certifications and compliance with all applicable laws, rules and regulations. Promotes ethical and lawful conduct within the organization and serves as the Compliance Officer for the organization

11. Directs the maintenance of physical facilities in a manner that is mechanically functioning, aesthetically pleasing, and safe for employees, volunteers, residents and their family members

12. Conducts effective operations review meetings to evaluate overall performance of the organization.

13. Supervises the Community Volunteer Program

**DESIRABLE QUALIFICATIONS**

- Residential Care for the Elderly (RCFE) certification and/or Nursing Home Administrator license issued by the state of California

- Five years directing and managing a skilled nursing facility, and senior level management experience, preferably in services such as senior health care, long-term care, and/or social services in non-profit community-based organizations

**AND**

Either one of the following:

- Bachelor’s degree in business, healthcare, social work, or long term care administration or an appropriately related field

- Master’s degree
REQUIRED KNOWLEDGE, EXPERIENCE & SKILLS

Knowledge of:

- Federal, state, and local laws and regulations regarding the operations and services of skilled nursing, residential, and home & community based services
- Lifecourse issues related to aging and family caregivers
- Senior housing and long term care health industry, including all significant regulations (federal, state, local) which affect the business
- Fund development, including grant writing and fund raising through federal, state, or local agencies, corporations, and individuals, and cultivation and stewardship of grantor/donors
- Public policy formation
- Trends in long term services and supports, particularly skilled nursing care, independent and assisted living senior housing, senior services and health care, and their potential application
- Volunteer development
- Business and healthcare application of information technology
- Budget management
- Principles and practices of administration, management, including planning, organizational design, quality improvement, business development and organizational effectiveness
- Principles and practices of supervision, discipline, leadership, mentoring, and training
- Business line development related to senior services
- Independent and assisted living senior housing

Ability to:

- Direct and monitors the daily activities of all ACC Services including the ACC Care Center, ACC Greenhaven Terrace, ACC’s Community Services programs, and Meals on Wheels by ACC. Ensures that these programs are run efficiently and effectively, meeting operational and service goals while achieving appropriate standards of care, and compliance with all applicable laws, rules and regulations. Conducts frequent and periodic facility visits to review operational performance and to understand/help solve organizational issues
• Identify future needs of the organization and participates in developing strategies to meet changing needs, recommends and assists in the development of future community service, skilled nursing, and residential projects and programs

• Identify and sets organizational goals and objectives based on the organizational strategies (critical success factors); works to achieve organizational and departmental goals and operational targets

• Direct budget preparations of the operational units, monitor financial transactions of the organization, and ensure the financial viability of ACC operating units by meeting operational targets and budget goals

• Develop marketing plans to maintain competitive strength and viability in the community and strive for full occupancy and a robust consumer demand for residential and program offerings

• Ensure the continued excellent reputation that ACC has throughout the local community for providing quality resident care and a compassion for caring for the elderly population

• Maintain positive interactions with the local community by contact with community leaders and participating in community service and other appropriate activities which foster ACC’s image

• Lead in the development and curation of policy, programs and staff accountability to achieve excellent resident, participant, and employee satisfaction

• Ensure that the organization has appropriate policies and guidelines for the effective operation of the organization and comply with those policies and guidelines

• Ensure organizational maintenance of appropriate licensure and certifications and compliance with all applicable laws, rules and regulations. Promotes ethical and lawful conduct within the organization and serve as the Compliance Officer for the organization

• Direct the maintenance of physical facilities in a manner that is mechanically functioning, aesthetically pleasing, and safe for employees, volunteers, residents and their family members

• Conduct effective operations review meetings to evaluate overall performance of the organization

• Supervise the Community Volunteer Program

• Effectively communicate verbally, electronically and in writing with others

• Act decisively and effectively to achieve goals and to shift operational priorities quickly, demonstrating managerial agility in responding to unexpected changes in the industry
• Foster a multi-cultural, client-centered care environment for older persons and their family caregivers, staff, and volunteers, value diversity and foster mutual understanding and respect

• Develop and maintain positive relationships with clients, donors, partners, residents, staff, volunteers and all within the community served

• Focus on ACC’s customers and ensure that ACC provides quality service with a commitment for continuous improvement

• Demonstrate integrity and act in an ethical, honest, and trustworthy manner

• Continuously strive to improve his/her leadership abilities

• Motivate others, displaying patience and tact, provide personal support and coaching to members of the senior management team

• Set behavioral and performance standards and act as a role model for those standards

• Demonstrate positive attitude and behavioral characteristics such as initiative, cooperation, adaptability, fairness, ingenuity, and dependability

**PHYSICAL EFFORT AND WORKING CONDITIONS**  
Business may require proper use and knowledge of body mechanics and safety mechanics. Work may involve bending from the waist, stooping, twisting, and lifting of objects not to exceed 40 pounds (except with the use of appropriate equipment). Compliance with all OSHA (Occupational Safety and Health Act) regulations is required. Travel may be required.

*This job description should not be construed to imply that these duties, responsibilities, authorities, and expectations are the exclusive requirements of the position. The incumbent may be required to follow other instructions and perform other related duties as determined by proper authority.*

Must be able to pass a criminal record review, including fingerprint clearance and submission of Criminal Record Statement (LIC508).

**PROCEDURE FOR CANDIDACY**  
For confidential consideration, please e-mail your chronological resume (to include description and size of current/prior organizations and responsibilities) and compensation expectations to:  [Twaterford@accsv.org](mailto:Twaterford@accsv.org). Applicants can also mail their application materials to: ACC Senior Services, 7334 Park City Drive, Sacramento, CA 95831, ATTN: Human Resources. Please visit [www.accsv.org](http://www.accsv.org) to learn more about ACC Senior Services.

This job posting description should not be construed to imply that these duties, responsibilities, authorities, and expectations are the exclusive requirements of the position. The incumbent may be required to follow other instructions and perform other related duties as determined by proper authority. ACC is an Equal Opportunity Employer. All applications accepted until position is filled.