

DRAFT Position Specification
Senior Vice President of Operations
Mosaic



Position: Senior Vice President of Operations

Location: Omaha, Nebraska

Reports To: Chief Operations Officer

ORGANIZATION BACKGROUND

Mosaic was formed July 1, 2003, by the consolidation of two Nebraska-born Lutheran ministries dedicated to the needs of people with disabilities. Bethphage began in 1913 in Axtell, Nebraska, and Martin Luther Homes began in 1925 in Sterling, Nebraska.

With the advent of community-based programs for people with developmental disabilities in the 1970s and 1980s, both Bethphage and Martin Luther Homes grew into national ministries. The organizations were invited to begin services in locations across the United States by families and officials who knew the quality of care provided by the organizations.

With their national growth, both organizations felt the need for administrative offices in more easily accessible locations for national travelers. In 1986 Bethphage moved its headquarters to Omaha, Nebraska, and in 1993 Martin Luther Homes moved its headquarters to Lincoln, Nebraska.

Throughout their histories, both organizations maintained close ties with the Church. As Church structures changed and realigned over the years, Bethphage and Martin Luther Homes both became affiliated ministries of the Evangelical Lutheran Church in America, when that body was formed in 1988. Their shared mission, shared vision and shared Church affiliation prompted the two organizations' Boards of Directors to vote to merge the two ministries, as previously noted in July of 2003.

Throughout their histories, both legacy organizations changed as needed to carry forth the vision of their founders. The priority has been, and continues to be, the needs and desires of the people Mosaic supports.

OUR MISSION

"Embracing God's call to serve in the world, Mosaic advocates for people with intellectual disabilities and provides opportunities for them to enjoy a full life."

Mosaic is a faith-based organization serving people with intellectual disabilities. We believe that every individual is a person of worth. Together Mosaic staff members, volunteers and the people we support work as partners.

OUR VISION

Mosaic enters its second century as a strong organization with continued focus to effectively help people with intellectual disabilities create the life they desire. We pursue sustainable growth and ensure our mission success through a broad partnership with donors and volunteers.

OUR VALUES

Mosaic commits to the following values:

- Safety – We strive to continually improve and provide high-quality, personalized services that limit risks to the fullest extent possible and create secure settings in which the people we serve and our employees can flourish.
- Respect – We listen to the people we serve and their choices are honored in both day-to-day activities and life goals, and we reward the work of employees by creating engaging and satisfying work environments.
- Connection – We help people build relationships that connect them to individuals, groups, and organizations in their community, offering and receiving friendship, support and benefits.
- Integrity – We are true to our faith-inspired heritage and interact openly and truthfully in all situations with all people, making ethical choices and following intently all laws and regulations.

AT A GLANCE:

- Mosaic supports: More than 3,600 individuals with intellectual disabilities
- Employees: More than 5,000
- Locations: 41 agencies comprising more than 250 communities in 12 states

PHILOSOPHY OF SERVICES ACKNOWLEDGEMENT

This position carries with it the obligation to respect the dignity and recognize the potential for growth of every individual who receives or provides services and supports, to advocate for the rights of people we support to pursue their own vision, and to be responsible stewards of our human and financial resources in order to create an environment committed to quality. A commitment to this philosophy of services should be demonstrated as job duties are performed.

SUMMARY AND PURPOSE OF POSITION

The Senior Vice President of Operations provides leadership through the supervision, mentoring, and coaching of the regional vice presidents and associate vice president of program services. S/he supports operation in the achievement of strategic goals, high quality service delivery, and overall compliance with Mosaic standards and governmental regulators. Responsible for operations performance, analysis, and as a member of Mosaic Leadership Council informing the Council on matters related to operations as well as state and federal government affairs in order to promote effective strategies and utilization of resources. Represents Mosaic as the senior governmental affairs liaison to policy makers and governmental bodies directly or through Mosaic staff, volunteers or self advocates to impact public policy agendas. Extensive travel is required.

ESSENTIAL JOB FUNCTIONS

- Responsible for hiring, supervising, and coaching direct reports to maximize employee engagement and effectively achieve desired results.
- Facilitate the development of targeted strategies designed to ensure the accomplishment of desired operations results in the areas of quality, program services, finance, employee relations, and advocacy/governmental affairs.
- Serve as the lead for implementation of organization-wide goals assigned to the department/team, and secure necessary resources, monitor performance, and adjust strategies to achieve the goal(s).
- Evaluate the quality of operations in each region by monitoring licensure, performance on Mosaic's quality measures, family satisfaction results, financial performance, and progress on organizational strategic goals.
- Ensure the routine evaluation of new markets, service contracts; and service models against established benchmarks for effectiveness and efficiency; engage in the due diligence process for acquisitions, mergers, and service development; and oversee the successful integration of expansion into Mosaic's operations.
- Serve as an interim regional vice president as needed due to vacancy or prolonged absence.

EDUCATION & EXPERIENCE

Bachelors Degree required. Minimum 10 years experience in senior management roles in a related field, ideally in a multi-site organization. In addition;

- Knowledge and experience with State and Federal regulations and accreditation standards in the field of developmental disabilities, including regulatory requirements as they pertain to reimbursement rates.

- Exceptional track record as mentor and leader
- Strong oral and written communication skills.
- Experience in developing and implementing business and program related operations along with internal policies and procedures.
- Strong business analysis and planning along with fiscal management and the ability to translate into operational decisions.
- Ability to work effectively in a team environment.

COMPENSATION

Compensation arrangements are competitive and will be commensurate with the selected candidate's experience and achievements, and responsibilities of this position.

CONSULTANTS

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