

Employment Opportunity

Vice President of Specialty Services

Madison, WI



Please apply on our website:

www.qtigroup.com/job-posting/vice-president-of-specialty-services/BH6630961218

ABOUT AGRACE



Agrace is a nonprofit, community-based healthcare agency founded in 1978. We provide hospice and supportive services in private homes, and in skilled nursing, assisted living, and other community residential facilities across southern Wisconsin. Agrace has grown and evolved beyond our hospice roots providing adult day services, non-medical home care, community based palliative care, and durable medical equipment services. For more than 45 years, Agrace has been an innovator and leader in both caring for patients and their families, and in educating others about serious illness, death, dying, and grief. We are the largest hospice provider in Wisconsin and enjoy significant positive brand recognition. Our Offices are located in Madison, Janesville, Baraboo, Dodgeville, and Wauwatosa, Wisconsin.

Our Mission

Providing personalized care and support, where and when you need it, for life's changing health needs.

Our Vision

Building a future where every person experiences extraordinary care and guidance while aging or seriously ill.

For more information about Agrace, please visit our [website](#).

THE ESSENCE OF AGRACE



BELONGING



RESOURCEFULNESS



HEART



ABOUT THE OPPORTUNITY



The QTI Group is partnering with [Agrace](#) to hire a **Vice President of Specialty Services**.

Under the supervision of the CEO, this position leads Agrace's Specialty Services (Dementia Support Programs, Dementia Village, Adult Day Services, Community Grief, Age at Home, and others) with a vision that these services will be robust, financially successful, and well-integrated with Agrace's hospice program. This position ensures outstanding operational performance, including delivery of consistent, innovative, and continually improving services with a focus on balancing purpose and profit. The VP of Specialty Services ensures strong cross-referrals among all programs and maintains systems for monitoring and accountability. This position drives continuous improvement to meet client and patient needs and ensures compliance with applicable standards and regulations. As a member of the executive leadership team (ELT), the incumbent drives agency-wide strategy development and execution toward the achievement of Agrace's mission and vision.

Key Responsibilities:

Dementia Program and Adult Day Services

- Provides leadership and development for Agrace's entire Dementia Program. This includes playing a leadership role in Agrace's exciting new Dementia Village project.
- Oversees all aspects of Agrace's Adult Day program.
- Leads the oversight, development, evaluation, and adherence of operational policies, procedures, and service standards. Ensures appropriate mechanisms are in place to monitor performance and acts quickly to adjust operations to deliver quality services that have strong financial performance.
- Ensures delivery of goals within the framework of the agency's Strategic Plan and Annual Operating Plan.
- Monitors and responds to trends in client and caregiver satisfaction and other quality metrics, ensuring that interventions occur when performance falls short of expectations.
- Ensures appropriate staffing models are in place as well as continual monitoring mechanisms that anticipate incremental staffing needs due to growth, technology, etc.
- Leads seamless continuity in service delivery.
- Partner with leaders to establish community relationships to further program goals.
- Monitors quality indicators, keep abreast of trends, and takes corrective action when performance is falling short of expectations.
- Ensures there is frequent and effective collaboration with all Agrace programs and services.

Specialty Services (Community Grief, Age at Home, and others)

- Provides oversight and leadership for all specialty services, ensuring the team adheres to excellent customer service standards and achieves volume targets.
- Ensures there are periodic systemic reviews and revisions of operating policies and procedures.

- Ensures there is ongoing, quality training for caregivers and staff.
- Ensures programs adhere to code requirements, best practices, and quality/customer service standards.
- Monitors and responds to trends in client and caregiver satisfaction and other quality metrics, ensuring that interventions occur when performance falls short of expectations.
- Works closely with leaders to achieve budgeted targets, removing obstacles and providing resources when appropriate.
- Leads the development and operations of other specialty services in alignment with the agency's Strategic Plan.

Strategic Planning and Leadership

- Develops a strong leadership team capable of leading and managing a growing, world-class organization. Mentors and coaches leaders as appropriate. Develop leadership succession plans.
- Leads Agrace departments with vision and strategic oversight and promotes a culture that reflects the agency's values, encourages good performance, and rewards productivity.
- Collaborates with other leaders to effectively communicate and implement new initiatives.
- Actively participates and occasionally drives efforts related to Strategic Plan and Annual Operating Plan development.
- Understands and participates in responses to regulatory inquiries including, but not limited to, certification surveys and complaint surveys. Builds important relationships with other agencies who oversee, accredit, or license Agrace's programs.
- Participates in the shared responsibility among the Executive Leadership Team to ensure accessibility of senior leadership to front-line staff in the event of an emergency or critical situation.
- Actively participates in service recovery efforts, as needed.
- Understands and drives emergency response plans.
- Participates in the development and execution of Agrace's Enterprise Risk Management program.
- Represents the post-acute industry and Agrace in the community, state, and nationally.
- Develops and maintains beneficial relationships with clinical partners to generate interest in Agrace and its services.
- Develop future leaders within the organization. Acts as a role model for leaders and staff with enthusiasm, focus, compassion, and fun.
- Contributes to the analysis and evaluation of financial statements and other indicators of performance, as well as leads opportunities to improve efficiency, reduce cost, increase revenue, and improve overall organizational performance.

Requirements:

- Master's degree in nursing, business, or healthcare administration, preferred.
- 10 years' progressive leadership experience with full accountability for quality and financial outcomes and oversight, coaching, and development of leadership and staff positions.
- Minimum of 5 years prior leadership experience in a healthcare business, preferably in an assisted living memory care organization.
- Worked as part of a cross-functional executive leadership team, developing organizational culture, strategy, and policy.
- Demonstrated successful performance leading multiple client/patient services of a healthcare entity with integrity, compassion, collaboration, excellence, and stewardship.
- Experience managing Assisted Living programs, preferred.
- Certified Aging Services Professional (CASP) certification, preferred.
- Certified Director of Assisted Living (CDAL) certification, preferred.

Knowledge, Skills, and Abilities:

- Demonstrated experience in proactively seeking opportunities to monitor and improve client, resident, patient, and family experiences.
- Proven ability to build strong relationships and work effectively with Boards of Directors, leadership, regulators, healthcare providers, researchers, staff, volunteers, patients, families, and the public, with a track record of developing collaborative partnerships, including collaboration with competitors.
- Ability to work with diverse resident, client, and patient populations.
- Extensive experience in quality, compliance, and establishing reporting and assessment mechanisms to ensure continual improvement in healthcare operations, including regulatory compliance, quality, and operational efficiency, with strong knowledge of healthcare delivery systems, policies, accreditation standards, laws, regulations, and reimbursement practices; assisted living facility experience preferred.
- Ability to demonstrate exceptional theoretical and practical knowledge of best practices.
- Extensive experience in developing and executing strategic plans, business plans, project plans, administrative policies, and procedures, with expertise in project management, budgeting, cost control, and strategic planning.
- Ability to maintain organizational confidentiality.
- Ability both to lead the specialty service operations and to be a leader throughout the business; to model the mission and vision, create an environment of integrity and high trust, attract and retain the best talent, engage in healthy debate, challenge the assumptions of others and self, be a teacher and a learner and inspire and motivate others to achieve high goals.

- Ability to collect, review, analyze data, and solve complex problems, conduct research in best practices, facilitate dialogue and decision-making, set strategy and direction, lead change, develop, implement, and track initiatives, and maintain accountability.
- Ability to think creatively and develop recommendations to improve the effectiveness and efficiency of processes and systems.
- Ability to demonstrate polished and effective written and verbal communication skills, including group presentation skills and the ability to relate to varied audiences within and outside the agency. Experience presenting to and collaborating with Boards of Directors and Board committees is strongly preferred.
- Ability to function effectively in a fast-paced and changing environment, while working effectively and cooperatively with others.
- Experience using industry-specific software, including Microsoft Office Suite.
- Valid Wisconsin driver's license and car insurance. Must have access to an automobile in good operating condition.

Location/Work Environment: This is an on-site position in Madison, Wisconsin.

APPLICATION & SELECTION PROCESS



Agrace has exclusively retained **The QTI Group** to lead the search for a **Vice President of Specialty Services**. The QTI group is a comprehensive human resources advisory services firm founded in 1957. QTI is headquartered in Madison, WI.

Qualified individuals interested in being considered for this position, are invited to submit their cover letter and resume to www.qtigroup.com/job-posting/vice-president-of-specialty-services/BH6630961218

For more information, please contact:

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ABOUT MADISON, WI



The position is located in Madison, Wisconsin. Madison anchors a thriving economic region of over 536,000 residents, which includes the state capital, a world-class research university the University of Wisconsin - Madison, and growing technology and research industries. Madison earned the number one spot on [Livability's "Best Place to Live in America"](#) for both 2021 and 2022.

Madison is a rare combination of thriving businesses, progressive government, rich culture and advanced education - all in a setting of rare natural beauty. Surrounded by five lakes, laced with bike trails, and enlivened with numerous parks and green spaces, the area offers countless opportunities to enjoy a balanced lifestyle in a dynamic Midwestern city.

For more information on life in the Madison area, please visit: <https://www.visitmadison.com/media/fun-facts/>