

Employment Opportunities

EO-427

March 22, 2024

“Employment Opportunities” (EO) is a job clearinghouse for non-profit organizations. A one-time listing in Positions Available for LeadingAge Wisconsin members/subscribers is \$50 for a direct reply and \$75 for a blind ad. The fee for non-members for a onetime listing in Positions Available is \$100 for a direct reply and \$125 for a blind ad.

Employment Opportunities are typically included in our *Member Updates* newsletter. Ads submitted also are displayed on the LeadingAge Wisconsin website which can be found at:

www.leadingagewi.org/services-education/employment-opportunities.

EO-1018 Director – Support Services – Wauwatosa, Wisconsin

The Director – IT/Support Services will oversee all aspects of information technology (I.T.), and software management throughout Lutheran Home and Harwood Place (LHHP). The Director – Support Services will also take a leadership role in project management and quality initiatives for the organization.

ESSENTIAL FUNCTIONS

Major Responsibilities	Measure
<p>1. Oversee all aspects of technology management</p>	<ul style="list-style-type: none"> ▪ Direct management of the outsourced I.T. on-site resource and the relationship with outsourced I.T. provider, VCPI ▪ Oversee and facilitate the provisioning and access to all software platforms based on job roles and responsibilities, ensuring that all access and discontinued access is timely and accurate (this would include Microsoft Office, Outlook, PCC, Zoom, Amazon, remote access, MMX, CRM, Docusign, Touchtown, RCare, WorksHub) ▪ Monitor wireless utilization and make adjustments as needed ▪ Maintain G Drive structure and security access ▪ Conduct extensive onboarding training of new leaders regarding I.T. ▪ Oversee the copier lease for LHHP and the overall maintenance of the Lutheran Home campus equipment ▪ Maintains an inventory of IT equipment with a replacement plan ▪ Create and manage the LLS technology steering committee responsible for oversight of technology ▪ Manage cell phone contract, new phone acquisition and invoice processing ▪ Provides oversight of all other technology systems including phones (cell, RCARE), badge system, copiers, Accushield ▪ Sets annual IT budget and manages expenses within budgeted expenses

<p>2. Project Management</p>	<ul style="list-style-type: none"> ▪ Manage all IT related projects ▪ Take a leadership role in all other organization-wide projects including renovation projects ▪ Support technology related initiatives in other areas ▪ Analyze the effectiveness of current systems and make recommendations to reduce cost and/or improve efficiencies ▪ Serve as a leader in the organization’s quality program and help drive QAPI initiatives for the organization
<p>3. Quality Improvement</p>	<ul style="list-style-type: none"> ▪ Facilitate annual QAPI meetings and initiatives ▪ Maintains the corporate compliance and QAPI policies and procedures and annual training ▪ Analyze data and performance metrics to identify trends, root causes of quality issues and opportunities for process improvement. ▪ Lead or participate in quality improvement initiatives including development of actions plans, training programs and performance metrics. ▪ Collaborate with cross-functional teams to address quality related concerns and implement corrective actions. ▪ Maintain documentation and records related to quality assurance activities including audit reports and corrective action plans.
<p>4. Compliance</p>	<ul style="list-style-type: none"> ▪ Oversees all aspects of security awareness training and compliance ▪ Performs annual security compliance certification required by credit card companies ▪ Ensure compliance with the annual cybersecurity due diligence performed by the organization’s auditing vendor ▪ Leads the corporate compliance and ethics initiatives ▪ Facilitates quarterly corporate compliance and ethics meetings ▪ Serves as the corporate compliance officer ▪ Timely and successful completion of monthly on-line education (e.g. Relias)
<p>5. Leadership</p>	<ul style="list-style-type: none"> • Fosters and maintains a cohesive team environment • Conducts regular meetings related to role and responsibilities including department meetings and one-on-one’s • Sets clear expectations for direct reports and ensures best practices in delivery of care and services • Identifies and coordinates education, training and staff development for employees • Maintains visibility to assist staff with issues and address concerns • Participates in weekend manager on duty program rotation • Member of the Lutheran Home and Harwood Place (LHHP) management council • Attend management council meetings and share information with direct reports • Participates in Leadership Academy courses and completion is required for this position
<p>6. Attendance</p>	<ul style="list-style-type: none"> ▪ Attendance is an essential requirement for this position.

7. Any and all other duties as assigned by immediate supervisor	<ul style="list-style-type: none"> ▪ To be determined by supervisor
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QUALIFICATIONS

Education	<ul style="list-style-type: none"> ▪ Baccalaureate degree required from an accredited college or university.
Experience	<ul style="list-style-type: none"> ▪ Minimum of 5 years of leadership and quality improvement experience. Leadership experience preferred ▪ Knowledge and experience in health care preferred
Skills/Abilities	<ul style="list-style-type: none"> ▪ Demonstrate an ability to lead the quality improvement function of a health care organization that works directly with both consumers and professional referral sources ▪ Evidence of successful leadership, a personal style that promotes teamwork, an ability to influence others, and superior oral and written communication are all essential ▪ Excellent in Microsoft Word, Excel, PowerPoint and Outlook ▪ Ability to efficiently enter, manage and assess electronic data ▪ Ability to assess and draw conclusions from electronic data ▪ Excellent interpersonal and customer service skills

PHYSICAL REQUIREMENTS

Physical Demands	<ul style="list-style-type: none"> ▪ Ability to work at a consistent pace throughout the shift ▪ Adequate physical strength to perform duties of job
Strength	<ul style="list-style-type: none"> ▪ Must be able to lift, push, and move a minimum of 10 pounds unassisted
Manual Dexterity	<ul style="list-style-type: none"> ▪ Sufficient manual dexterity to perform activities required under essential functions
Coordination	<ul style="list-style-type: none"> ▪ Ability to perform gross body coordination and hand-eye coordination tasks without instability
Mobility	<ul style="list-style-type: none"> ▪ Must be able to move frequently throughout the workday, sitting, standing, bending and lifting
Visual	<ul style="list-style-type: none"> ▪ Must be able to see or use prosthetics that will enable the senses to function adequately to assure that the essential functions of this position can be fully met
Hearing	<ul style="list-style-type: none"> ▪ Must be able to hear or use prosthetics that will enable the senses to function adequately to assure that the essential functions of this position can be fully met
Speech	<ul style="list-style-type: none"> ▪ Must be able to speak and write the English language in an understandable manner

LH & HP CORE VALUES AND COMPETENCIES

Compassion	<ul style="list-style-type: none"> ▪ Treating others with dignity and understanding
Commitment	<ul style="list-style-type: none"> ▪ Working with integrity and pride

Collaboration	<ul style="list-style-type: none"> ▪ Building meaningful relationships
Creativity	<ul style="list-style-type: none"> ▪ Facing opportunities and challenges with imagination, flexibility and optimism
Resident/Client/Customer Focused	<ul style="list-style-type: none"> ▪ Does whatever is necessary to meet the needs of the resident/client/customer
Communicates Openly	<ul style="list-style-type: none"> ▪ Communicates with resident/clients, families and visitors in an appropriate and effective manner
Self-Development	<ul style="list-style-type: none"> ▪ Seeks out and pursues development opportunities for personal or professional growth (e.g., interpersonal skills, technical skills)
Unit/Department Teamwork	<ul style="list-style-type: none"> ▪ Demonstrates support for co-workers and team by offering assistance to others and taking responsibility for work that needs to be done
On-line Education Compliance	<ul style="list-style-type: none"> ▪ Timely and successful completion of monthly on-line education
Education Compliance	<ul style="list-style-type: none"> ▪ Timely and successful completion of mandatory in-service or competence assessments
Attendance and Scheduling	<ul style="list-style-type: none"> ▪ Supports the team by demonstrating flexibility and reliability in availability and by complying with attendance and benefit time policies and procedures

STANDARD PRECAUTIONS

- Contact with infectious disease, including the potential exposure to the AIDS and Hepatitis B viruses, viral and/or respiratory illnesses, infectious and/or hazardous waste could occur
- Contact with hazardous substances (i.e., cleaning agents) could occur

UNIFORM/PROTECTIVE CLOTHING/EQUIPMENT REQUIRED

- Must wear employee name badge
- No specific uniform required; professional image is expected at all times per facility policy

SUPERVISORY RELATIONSHIPS

- Reports directly to the President & CEO
- Supervises IT Coordinator

ACKNOWLEDGEMENT

- I have read this job description and fully understand the requirements set forth therein. I hereby accept the position of Director-IT/Support Services and agree to abide by the requirements set forth and will perform all duties and responsibilities to the best of my ability. I understand that as a result of my employment I may be exposed to AIDS and HEPATITIS B viruses.
- I further understand that my employment is at-will, and thereby understand that my employment may be terminated at-will by Lutheran Home management staff or myself with or without notice.

Candidates interested in the Director – Support Services role may apply using the following link:
https://workforcenow.adp.com/mascsr/default/mdf/recruitment/recruitment.html?cid=396e5300-e3fb-4254-9d82-ddaed58a23d6&ccId=19000101_000001&jobId=487056&source=CC2&lang=en_US