

**Chief Clinical Services Officer
Inspiration Ministries**

Lake Geneva/Walworth, Wisconsin



www.inspirationministries.org

Inspiration Ministries has partnered with Spano Pratt Executive Search to identify a Chief Clinical Services Officer (CCSO). For a confidential conversation and to learn more about this opportunity please contact Mike Milsted.

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Inspiration Ministries (IM) was founded on the core belief that all people—including people with disabilities – are made on purpose and for a purpose. We're about unleashing the potential of the people we serve, not simply going through the motions of offering programs and services that do not have outcomes in mind. We believe God has called us to be a catalyst to change the trajectory of people's lives. It is our passion to help people achieve their individual best.

IM is a provider of services and programming for adults with mild to moderate intellectual, development and physical disabilities located near beautiful Lake Geneva, Wisconsin. IM stands out from other residences because of our warm, loving, family environment, mission, vision, and values. Residents are treated with dignity and respect by a staff that is passionate about seeing each person grow to his or her highest level of independence. We believe in learning from and celebrating people who experience life differently.

Residential Living

To live a purposeful life is to be engaged with the people and opportunities around you. At Inspiration Ministries, residents can enjoy participating in their favorite pastimes and exploring new ones. Our goal is to provide a full, balanced life, which happens best when there is active participation in programs for leisure, self-care, educational, physical, and most importantly, spiritual enrichment. Our life-enrichment program offers something for everyone from painting, chess, bingo to exercise classes and Bible studies to attending local festivals, a trip to the beach or fishing.

Inspiration Ministries provides three distinct styles of living arrangements, including:

- Residential Care Apartment Complex (RCAC) – Residents may receive up to 28 hours per week of supportive, personal, and nursing care as well as emergency assistance.
- Community Based Residential Facility (CBRF) – Residents receive an intermediate level of care and up to 3 hours of skilled nursing care per week.
- Independent Living (IL) –Individuals wishing to live independently in a community environment lease an apartment and have access to resident life opportunities and amenities. If in-home nursing care or supportive services are needed, the tenant either personally, or with the assistance of family, arranges for them.



Inspired Coffee Shop

In 2020, Inspiration Ministries opened a coffee shop in nearby Lake Geneva, Wisconsin to address a troublesome social issue: the 80% unemployment rate for people with disabilities. Inspired Coffee is a premium coffee shop, a neighborhood place, employing people with intellectual, developmental and physical disabilities where they are celebrated, job trained, coached and, over time, placed into a fully integrated work setting. The coffee shop's goal is to

be a launching pad, not a landing pad, and to change the conversation about the potential of people with disabilities and the place they should have in the community.

Our Core Values

Faith: Pursuing the love and heart of Jesus while seeking the Holy Spirit's leading through prayer, the Bible, counsel and collaboration. Providing spiritual guidance and support to individuals, encouraging growth in their faith journey.

Employment Culture: Fostering an environment of servant leadership through honesty, humility, compassion, integrity, teamwork, respect, accountability, open communication, and employee engagement. Empowering employees to take initiative and embrace a sense of ownership.

Service Excellence: Endeavoring to meet or exceed expectations of all stakeholders while mining for quality solutions and outcomes to the inevitable challenges that lie ahead.

Provider Quality: Committing to standards that differentiate our organization in the marketplace, resulting in high levels of satisfaction.

Thought Leadership: Establishing the organization to be at the forefront of innovations and trends in our industry.

Training and Education: Cultivating a growth mindset through professional and personal development.

Stewardship: Optimizing the valuable and diverse resources that God has entrusted to our organization.



MISSION AND VISION

Mission: Opening a world of opportunities for people living with disabilities to thrive and achieve their God-given potential.

Vision: We will be *the* place where the potential of people living with disabilities is developed and celebrated. We will equip them to lead impactful lives, reflecting their significance and valuable contributions to the community.

POSITION PROFILE

Demonstrating a strong humble spirit, the Chief Clinical Services Officer (CCSO) oversees the Nursing Department and Resident Services Department for Inspiration Ministries' assisted living community. The CCSO is both a strategic and hands-on leader that delivers outstanding clinical outcomes through a team of competent and committed caregivers. The CCSO is responsible for providing clear goals and objectives for the organization that produces both short- and long-term results for IM. The CCSO builds an engaged and cohesive team of employees through effective communication, leading by example and ensuring outstanding attention to detail that produces excellent resident care and wellbeing. The CCSO is accountable for resident safety, wellbeing, quality of care, and satisfaction; staff management, development, and engagement; regulatory and budget compliance.

Major Job Responsibilities

Foundational Requirements

- Actively promote what is being accomplished as a testimony to God's provision.
- Remain updated on all aspects of ministry programs and services.



The Chief Clinical Services Officer is responsible for:

- Establishing standards for nursing practices and maintaining authority, accountability, and responsibility for nursing services.
- Assures nursing and resident services organizational structure supports clinical and administrative standards and goals that will enable the facility to achieve its mission, person-centered care, ongoing survey readiness and regulatory compliance (DHS 83 and DHS 89).
- Implements facility's systems, processes, and programs to achieve the mission, goals, and strategic plan.
- Reviews prospective resident referrals to validate clinical services can effectively be provided by the facility.
- Works with the Resident Care Coordinator to develop and maintain a prospective resident pipeline, and ultimately maintain a high census/level of occupancy. Works collaboratively with the care team, managed care organizations, other providers, etc. when resident discharges and/or transfers occur.

- Assisting in planning new services that generate additional sources of profitable revenue.
- Oversees the staffing based upon census, acuity, and budget. Assures effective recruitment and retention plans exist and participates in their effective implementation.
- Adheres to facility's personnel policies and procedures, including the facility's Employee Handbook. Ensures performance evaluations for nursing employees are completed in a timely manner.
- Developing and managing the nursing services budget and ensuring a sufficient number of qualified staff to assess Residents' needs.
- Profit and Loss Responsibility - Responsible to design, implement, monitor/analyze and control annual budget for functional areas of responsibility, taking expedient action to ensure operations are within budget.
- Leads nursing team to ensure quality outcomes.



- Participates in the facility's quality assurance performance improvement process by analyzing outcomes, identifying trends, and developing action plans. Ensure adherence to the plans of correction. Be proactive in driving quality, person-centered care.
- Remains knowledgeable about the residents and their conditions through mechanisms such as making daily rounds, review of new orders/consultation reports, clinical meetings, and promotion of person-centered care.
- Promotes an environment where residents' rights are protected, and residents are free from abuse and neglect.
- Evaluates staff development needs for the nursing department. Ensures clinical competency of all nursing staff. Collaborates with the Director of Clinical Operations to develop and manage systems to assure clinical competencies during the hiring process and annually.
- Creates and participates in employee recognition programs.
- Resident Satisfaction – Oversees annual resident satisfaction survey process and develops and implements relevant action plans to optimize the resident experience.

- Ensures Inspiration Ministries maintains the standards of nursing practice within the facility in alignment with national guidelines for nursing delegation, ensuring that all needed policies and procedures, staff training processes/schedules, and regular process auditing takes place.
- Monthly report activity and measurable outcomes for all functional areas of responsibility and special projects to the President.
- Serves as Chair of the Clinical Services Committee, a Board sub-committee.

CANDIDATE QUALIFICATIONS

Education

- Bachelor of Science in Nursing (BSN) - Required
- Certification as a Registered Nurse

Key Characteristics:

- High performing, executive-level professional
- Excellent clinical competencies
- Strong communication skills
- Strong regulatory compliance background
- Change agent, outcomes oriented
- Intellectually curious, ability to learn and adapt and strong problem-solving skills
- Continuous Quality Improvement and Quality Assurance experience
- Organizational culture development
- Strong servant leadership and “customer service” focus
- Highly organized, and both process and results oriented

Required Experience, Skills & Abilities

- 5 years of leadership experience
- Knowledge of DHS 83 and DHS 89
- Experience and enjoyment working with individuals with intellectual, developmental and physical disabilities
- Recruit, develop and retain caregiving staff
- Growth mindset
- Nonprofit experience
- Strong written and verbal communication skills

Compensation

- Salary range \$110,000 to \$130,000 plus a competitive benefit package.

LOCATION: LAKE GENEVA/WALWORTH

Nestled on the shores of Wisconsin's second deepest spring fed lake, Lake Geneva and the surrounding communities (Walworth, Fontana, and Williams Bay) offer a peaceful respite from busy city life. Located 40 miles southwest of Milwaukee and 65 miles northwest of Chicago, Lake Geneva is the most well-known vacation destination in southeast Wisconsin. It's home to world class golf courses, beautiful lakeside dining and water adventures.

Originally called "Maunk-suck" (Big Foot) after the leader of the Potawatomi in the early 19th century, the city was later renamed Geneva after the town of Geneva, New York which government surveyor John Brink thought it resembled. To avoid confusion with nearby Geneva, Wisconsin, it was later renamed Lake Geneva. After the Great Chicago Fire of 1871, several wealthy and prominent Chicago industrialists fled to the shores of Geneva Lake. Many of the families built palatial summer homes on the lake, which led to it being named the "Newport of the West."

There are currently over 100,000 people who call Walworth County home. It has excellent local schools with ratings that well exceed state and national averages. Walworth County also offers affordable housing, access to three quality healthcare systems and three institutions of higher learning.

Highlights of the area include the 26-mile Geneva Lake Shore Path, shopping, water recreation and tours, museums, and sightseeing.



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