

CHIEF OPERATING OFFICER
ST. COLETTA OF WISCONSIN
JEFFERSON, WISCONSIN



St. Coletta of Wisconsin's purpose is to empower individuals with diverse abilities to live meaningful, fulfilling lives through compassionate, person-centered support, community inclusion, and opportunities for personal growth.

St. Coletta of Wisconsin has partnered with Spano Pratt Executive Search to identify their new Chief Operating Officer. For a confidential conversation and to learn more about this opportunity, please contact Dave Gromacki or Lindsey Kriete.

Spano Pratt Executive Search

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ORGANIZATION

St. Coletta of Wisconsin is a nonprofit organization dedicated to supporting individuals with developmental disabilities and other diverse needs through high-quality residential, vocational, and day services. Founded more than a century ago by the Sisters of St. Francis of Assisi in Milwaukee, the organization has a long-standing history of empowering individuals to achieve their highest quality of life while promoting personal growth, independence, and spiritual well-being. Guided by the Franciscan values of compassion, dignity, and respect, St. Coletta is committed to providing person-centered services that recognize the unique strengths, goals, and abilities of every individual it serves.

As one of the nation's oldest organizations serving individuals with disabilities, St. Coletta is dedicated to protecting the rights of those it supports by fostering inclusion, self-determination, and full participation in community life. Its programs are designed to meet the diverse needs of individuals while promoting independence, meaningful relationships, and opportunities for lifelong growth. Through individualized planning and a commitment to excellence, the organization strives to consistently exceed the expectations of the individuals and families it serves.

Community is a central focus of St. Coletta's mission. The organization cultivates meaningful connections among individuals receiving services, families, staff, volunteers, and community partners to create an environment where everyone feels valued and supported. By building strong relationships both within the organization and throughout the broader community, St. Coletta helps create opportunities for inclusion, belonging, and shared success.

While welcoming individuals from all backgrounds, St. Coletta's Catholic and Franciscan heritage continues to shape its values, decision-making, and approach to care. The organization's emphasis on spirituality, respect for human dignity, and compassionate service is reflected throughout its programs and partnerships. Admission is available to individuals requiring support who meet the criteria of its state-licensed programs and facilities, ensuring services are accessible to those who can benefit from them.

St. Coletta of Wisconsin is recognized for its unwavering commitment to quality, earning the highest level of accreditation from CARF, the nation's leading accrediting organization for rehabilitation and human service providers. Through exceptional service, continuous improvement, and a steadfast commitment to those it serves, St. Coletta continues to fulfill its vision of being a premier provider of support services, helping individuals achieve their fullest potential and live meaningful, fulfilling lives.

POSITION OVERVIEW

The Chief Operating Officer (COO) serves as a key member of the executive leadership team and is responsible for providing strategic leadership, operational oversight, and organizational direction for the delivery of services across the organization. Reporting to the Chief Executive Officer, the COO ensures that operational programs are effectively managed, mission-focused, financially responsible, and aligned with the values and traditions of the Franciscan mission.

The COO provides leadership for a broad range of service areas, ensuring the highest standards of quality, safety, compliance, and person-centered care are maintained across approximately 40 licensed long-term care, community-based facilities and day program centers throughout Southeastern Wisconsin and Northern Illinois. Position resides at the headquarters in Jefferson, WI.

The successful candidate will be a collaborative and strategic leader who understands the complexities of human services, healthcare operations, and mission-driven organizations. The COO will inspire teams, strengthen operational excellence, and lead continuous improvement initiatives that enhance the lives of the individuals served.



Inspired by the Franciscan Values of compassion, dignity, and respect, St. Coletta of Wisconsin supports individuals with diverse and unique abilities to achieve their highest quality of life.

CORE RESPONSIBILITIES AS CHIEF OPERATING OFFICER

Executive Leadership

- Serve as a strategic partner to the Chief Executive Officer in advancing the organization's mission, vision, values, and long-term strategic goals.
- Model and promote the organization's faith-based mission, vision, and values in all aspects of leadership and decision-making.
- Provide executive oversight of all operational departments, ensuring alignment with organizational priorities and financial sustainability.
- Foster a culture of accountability, collaboration, innovation, and servant leadership throughout the organization.
- Develop, mentor, and evaluate senior leaders while building leadership capacity and succession plans across the organization.
- Lead organizational change initiatives that strengthen operations, improve outcomes, and support long-term growth.

Operational Management

- Direct and oversee day-to-day operations across residential housing, day programs, transportation, maintenance & facilities, admissions, case management and nursing services.
- Ensure operational consistency, quality, and service excellence across all programs.
- Evaluate operational performance and implement best practices to improve efficiency, resident and client satisfaction, and organizational effectiveness.
- Lead continuous quality improvement initiatives focused on operational excellence and exceptional customer experiences.
- Ensure appropriate staffing models and operational resources are in place to meet organizational objectives.

Financial Stewardship

- Partner with the Chief Financial Officer to develop and manage annual operating and capital budgets.
- Monitor financial performance, labor productivity, occupancy, census, and operational expenses to ensure long-term sustainability.
- Support capital planning, facility improvements, and long-range financial strategies.

Quality, Compliance & Risk Management

- Ensure compliance with all applicable federal, state, and local regulations, including CMS, Wisconsin DHS, Illinois DHS, HUD, and other governing agencies, as applicable.
- Maintain survey readiness and oversee quality assurance and regulatory compliance activities.
- Lead organizational risk management, emergency preparedness, and business continuity planning.
- Promote a culture of safety, accountability, and continuous regulatory readiness.

Strategic Planning & Organizational Growth

- Lead implementation of the strategic plan's operational priorities.
- Identify opportunities for organizational growth and program development.
- Evaluate industry trends, emerging regulations, and best practices to position the organization for future success.
- Collaborate with executive leadership to develop innovative solutions that enhance operational performance and community impact.

Leadership & Workforce Development

- Recruit, develop, mentor, and retain high-performing leaders across the organization.
- Promote employee engagement, accountability, professional development, and leadership succession.
- Partner with Human Resources to strengthen workforce planning, talent acquisition, leadership development, and employee retention.
- Foster a positive workplace culture that reflects the organization's mission, values, and commitment to excellence.

Community & Stakeholder Engagement

- Build and maintain collaborative relationships with residents, tenants, families, healthcare providers, community organizations, government agencies, donors, and strategic partners.

- Represent the organization professionally within the community and at industry meetings and events.
- Support the Chief Executive Officer and Board of Directors by providing operational updates, recommendations, and performance reports.
- Serve as an ambassador for the organization, strengthening its reputation and advancing its mission throughout the communities it serves.

Performance & Continuous Improvement

- Utilize data and analytics to drive informed decision-making and organizational improvements.
- Hold leaders accountable for achieving departmental and organizational goals through regular performance reviews and outcome measurement.
- Champion a culture of continuous improvement by identifying opportunities to enhance efficiency, innovation, quality, and organizational effectiveness.

Other Responsibilities

- Maintain confidentiality and uphold the highest standards of ethical conduct and professional integrity.
- Perform other duties and responsibilities as assigned by the Chief Executive Officer or Board of Directors that support the organization's mission and strategic objectives.



St. Coletta of Wisconsin welcomes individuals with developmental, intellectual, or other disabilities through residential homes and day programs.

QUALIFICATIONS & EXPERIENCE

- Bachelor's degree in Healthcare Administration, Business Administration, Human Services, Nursing, or a related field; Master's degree (MBA, MHA, or related discipline) strongly preferred.
- Minimum of ten (10) years of progressive executive leadership experience in healthcare, senior living, long-term care, rehabilitation, disability services, human services, or related field.
- Demonstrated success leading complex, multi-site operations with responsibility for financial performance, regulatory compliance, quality outcomes, and organizational growth.
- Proven experience leading and developing executive and senior leadership teams while fostering a culture of accountability, collaboration, and continuous improvement.
- Strong financial acumen, including experience developing and managing operating and capital budgets, labor management, and operational forecasting.
- Demonstrated ability to lead strategic planning, organizational change, and process improvement initiatives.
- Extensive knowledge of federal, state, and local regulations governing senior living, healthcare, rehabilitation, disability services, and affordable housing.
- Experience using operational data, key performance indicators (KPIs), and analytics to drive organizational performance and informed decision-making.
- Excellent communication, relationship-building, and conflict resolution skills with the ability to collaborate effectively with executive leadership, the Board of Directors, community partners, government agencies, and regulatory organizations.
- Valid driver's license with the ability to travel regularly between locations.
- Experience with HUD-assisted housing and affordable housing compliance preferred.
- Experience in a mission-driven nonprofit organization preferred.



St. Coletta designs respite services to provide temporary relief to primary caregivers of individuals who are elderly, disabled, or have special needs.

COMPETENCIES & PERSONAL ATTRIBUTES FOR SUCCESS

Mission-Driven and Values-Based Leadership

Demonstrates genuine commitment to St. Coletta's mission and Franciscan Values. Models servant leadership, integrity, compassion, humility, stewardship, and respect for every individual. Keeps residents and clients at the center of decisions.

Strategic Operational Leadership

Translates strategy into coordinated action across St. Coletta's complex, geographically dispersed operations. Strengthens systems, structures, policies, accountability, and cross-functional integration while balancing immediate stabilization with long-term sustainability.

People Leadership and Culture Building

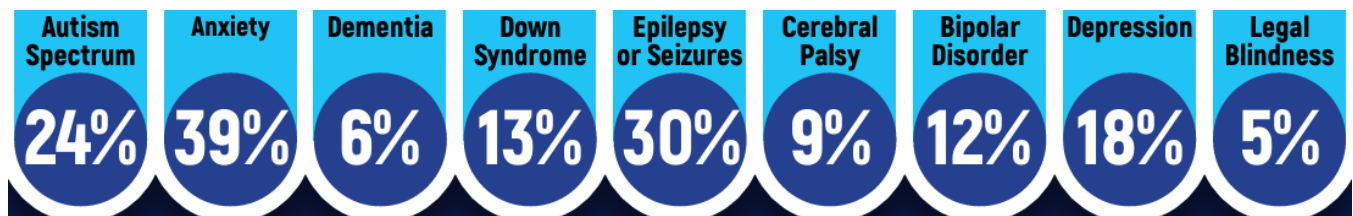
Rebuilds trust, strengthens employee engagement, and creates a collaborative, supportive culture. Recruits and retains talent, develops leaders through coaching and accountability, supports succession planning, and creates an environment where employees feel valued and want to stay.

Collaborative Communication and Change Leadership

Builds alignment through active listening, transparency, accessibility, and dependable follow-through. Develops productive relationships with employees, executive leaders, boards, families, guardians, regulators, and community partners. Introduces change respectfully, builds buy-in, resolves conflict, and makes difficult decisions when necessary.

Regulatory, Financial, and Performance Stewardship

Applies strong knowledge of long-term-care operations, licensing, compliance, quality, safety, risk, reimbursement, and residential-service requirements. Uses financial information, operational metrics, and sound judgment to improve performance, allocate resources, manage risk, and protect St. Coletta's long-term viability.



Since 1904, St. Coletta has been dedicated to supporting individuals with developmental challenges; it has had the privilege of serving many individuals throughout the majority of their lives.

COMPENSATION

A salary range of \$150,000 – \$180,000 is offered, along with a competitive benefits package.

LOCATION: JEFFERSON, WISCONSIN

This position is based in Jefferson, WI. Regular travel is required throughout Southeastern Wisconsin and Northern Illinois to monitor operational facilities and conduct stakeholder meetings.



Located in Southeastern Wisconsin, Jefferson is a welcoming community that blends small-town charm with modern amenities. Rich in history and character, the city features a vibrant downtown lined with beautifully preserved historic buildings, steeped churches, and locally owned businesses that reflect its strong German heritage. The Rock and Crawfish Rivers converge in the heart of the city, creating a scenic setting that enhances Jefferson's unique identity and provides opportunities for recreation and community gathering.

Jefferson offers residents an exceptional quality of life through its combination of natural beauty, outdoor recreation, and close-knit community atmosphere. The city's parks, trails, waterways, and public spaces encourage an active lifestyle, while its location provides convenient access to larger metropolitan areas without sacrificing the comfort and pace of small-town living. The rivers serve as a focal point for community events and recreational activities, including kayaking, fishing, camping, and seasonal festivals that bring residents and visitors together throughout the year.

Jefferson's blend of historic character, civic engagement, outdoor recreation, and strong community values continues to make it an attractive place to live, work, and raise a family. Its commitment to preserving its heritage while investing in future growth has helped establish Jefferson as a thriving community that offers residents a high quality of life and visitors an authentic Wisconsin experience.

To be considered for this opportunity, please submit a cover letter and resume to:

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