



## **POSITION POSTING**

### **Chief Operating Officer**

Surrey Services for Seniors (Surrey), is seeking a highly accomplished, innovative, and visionary professional to serve as Chief Operating Officer (COO).

Now in its 40<sup>th</sup> year, Surrey is recognized as an innovative leader in the delivery of services and programs to help older adults live with independence, purpose, and dignity as active members of the community. Founded on the principle of "*neighbor helping neighbor*," Surrey builds its strength and impact by bringing an active and strong base of volunteers of all ages together with a committed Surrey team to help older adults have the support that they need to live an active, healthy, and fulfilling life.

Headquartered in Devon, PA, Surrey serves more than 5,400 seniors through its programs and services offered at its Centers located in Devon, Broomall, Media, and Havertown in the Greater Philadelphia Region of Southeastern Pennsylvania. The annual budget of approximately \$5 Million is funded through philanthropy, grants, member services, and revenue from its Home Care Services and Consignment Shop. Developed to ultimately increase the quality of life of individuals as they age, Surrey's programs inspire learning, exploration, and discovery of talents and interests, provide opportunities for engagement, promote mental and physical health and well-being, and provide support and assistance to help older adults maintain their independence as they remain in their home.

Surrey provides a comprehensive and integrated scope of services including: home care, RN care management; tele-health, nutrition and meals; lifelong learning programs; health, wellness and fitness programs; transportation and personal support services; and a variety of referral, and assistance programs. Services are individualized to the particular needs of those served, and thanks to the generous support of the community, these services are provided at low or no cost.

Surrey is now entering a new and exciting phase in its history with the development of a new Strategic Plan and initiation of services that will continue to keep Surrey at the forefront of innovation in the delivery of services for older adults. The initiatives outlined in the Plan call for the development of new services, expansion of current programs, new virtual programming, and the creation of new service delivery processes that will increase the reach and impact of the organizations as it addresses the needs of older adults and their families in this new, evolving, and dynamic environment. The COO will play a critical role in the visioning, planning, execution, and oversight of these strategic initiatives.

### **REPORTING RELATIONSHIP**

The COO reports to the President/CEO, and directly supervises management staff for Home Care, Transportation, Member Services, and the Centers, as well as various advocacy, referral and assistance programs. This professional is a key member of the Senior Team, working in concert with other Senior Team members to foster coordinated, collaborative, and effective approaches to programs and activities. The COO also works with Board members, Committees, Donors, Volunteers, and staff, as well as other community-based organizations, for the effective fulfillment and advancement of the Mission. The COO ensures a consistently caring, cooperative, and efficient delivery of services in keeping with the Mission and Core Values which stand as the foundation of all Surrey programs.

## CORE RESPONSIBILITIES

The Chief Operating Officer (COO) is responsible for the overall day-to-day operations of the organization and advancement of the Mission. The COO is responsible for the effective management of staff, volunteers, and operations, inclusive of programs and operations for the Centers, Home Care, Transportation, and other programs focused on the health, wellness, and well-being of members of the Surrey Community. When necessary, the COO acts on behalf of the President/CEO within established parameters. The COO stewards a deep commitment to those who are economically, socially, mentally, and physically challenged, and those older adults most at risk, to assure that all programs and services are delivered in a compassionate manner, and accessible to those who are disadvantaged. Core responsibilities include:

1. **Program Management:** Ensures the integrity of all programs and operations to provide high quality service, effective and cost-efficient management of resources, and compliance with short and long-range plans that are consistent and supportive of the Mission, Vision, and Core Values of Surrey.
2. **Planning & Budgeting:** Develops annual plans for each area of responsibility including strategies, objectives, timelines, budgets, required resources, and Key Performance Indicators (KPIs), and monitors compliance with goals.
3. **Analytics:** Collects and analyzes data to provide information relevant to the measuring of outcomes, satisfaction, and impact for use in program planning and evaluation, budgeting, philanthropic activities, and other reporting purposes.
4. **Personnel Practices:** Supervises staff, assures that sound human resource practices are maintained, and creates a positive working environment, promoting open communication and facilitating a team approach toward the accomplishment of goals.
5. **Collaboration:** Works collaboratively with public and private sector community organizations and programs to meet the needs of seniors in the most effective and efficient manner.
6. **Board Relations:** Serves as staff liaison for various Board Committees, providing assistance and support including reports, updates, and other information to keep the Committee apprised of overall status toward the accomplishment of goals.
7. **Community Representation:** Serves as a representative of Surrey in the community, participates in professional and civic organizations, and identifies opportunities to strengthen the presence and position of Surrey in the community.
8. **Ethics & Professional Standards:** Maintains a professional demeanor in dress and behavior, treats people with respect & dignity, maintains all client information in the strictest confidence.

### Strategic Program Development

1. **Planning:** Develops comprehensive program packages that integrates Center-based and community-based programs into a singular, comprehensive continuum of services customized to the needs of those served in keeping with the initiatives outlined in the Strategic Plan.
2. **Funding:** Develops program specific budgets that outlines revenue and expenses, and identifies potential funding opportunities for support, including subsidies for those who are financially challenged.
3. **Monitoring:** Establishes and monitors specific outcomes for programs, makes modifications as needed and makes reports to the President/CEO, Board, and other relevant Board Committees.
4. **Client-Centered Teams:** Establishes a client-centered, team approach to the planning and delivery of services based on individualized need-assessments, integrating staff and operations across all functions of the organization.
5. **Evaluation:** Assesses the satisfaction of those who participate in programs through satisfaction surveys, personal calls, and other forms of evaluation to assure that needs are being addressed and that program impact is at its highest level.

6. **Program Outreach:** Works with Marketing staff to develop strategies to reach and engage greater numbers of older adults through targeted marketing and outreach activities, including virtual programs, expanded communications, and use of various venues and mediums.

### Surrey Community Services

1. **Center Management:** Provides administrative oversight for Surrey Centers, working with Center leadership to provide superior services in keeping with the Mission and heritage of Surrey.
2. **Meals & Nutrition:** Provides administrative oversight for the management and expansion of Surrey's nutrition programs, including collaborations with various area Meals on Wheels programs and County Home Delivered Meals.
3. **Support Services:** Collaborates with community-based programs to provide a variety of support services including tax preparation assistance, Apprise Counseling, Dental Services, Information and Referral, and others to provide a comprehensive scope of support services.
4. **Transportation:** Provides administrative oversight for Surrey's Transportation Services, working with volunteers and County-based services to assure that the transport process is conducted with the highest standards, assuring the safety of both drivers and riders.

### Home Care Services

1. **Management:** Provides administrative oversight for Home Care services to assure that all programs and activities are in keeping with the highest professional standards and assuring compliance with applicable State and Federal standards and regulations.
2. **Program Development:** Identifies needs in the community and develops new services to meet changing environmental scenarios, seeking opportunities for growth and program expansion.
3. **Business Plans:** Develops annual business and financial plans for Home Care programs, defining fiscal and utilization goals and strategies to achieve those goals, and assures that all financial transactions, are managed in keeping with the highest standards.
4. **Marketing:** Works with Marketing staff to develop plans to increase the utilization of services through a comprehensive marketing program and establishment of relationships with referral networks.
5. **Human Resources:** Works with Human Resources and Marketing to develop recruitment programs to secure and train caregivers who exemplify the highest standards of practice, compassion, and a deep commitment to Surrey's Core Values.

## **QUALIFICATIONS, SKILLS & ABILITIES**

### **Core Values:**

- A deep commitment to the Mission of Surrey, and a passion for helping older adults live with independence and dignity as engaged members of the community.
- A passion for serving those in need, and ability to bring people and resources together to address the human, fiscal, and social needs of those served.
- A core values driven management style in working with Board, staff and volunteers that demonstrates a deep respect for the value and worth of each person as an individual and member of a team.
- Ability to build and foster a strong team, bringing Board, staff, volunteers, donors, and other stakeholders together into a singular focused effort toward enhanced impact and goal achievement.
- Respect for the worth and dignity of people, and the ability to honor diversity in our society as demonstrated by word and action.

### **Attributes & Characteristics:**

- A visionary, strategic leadership approach, and the ability to communicate and inspire others to understand, embrace, and engage in the strategic initiatives of Surrey.

- Dynamic interpersonal skills, including the capacity to relate on a highly personal level to a very wide variety of stakeholders.
- Excellent communication skills, both written and oral; ability to inspire, influence, engage and sustain relationships with others for the advancement of the Mission.
- Highly-driven and results-oriented; mature and professional in action and demeanor.
- Strong organizational and time management skills, with attention to detail.
- A strong sense of integrity, wisdom, responsibility, good judgement, and a high-level of emotional intelligence.
- An energetic, outgoing personality; comfortable and savvy in using personal influence to engage others in support of the Mission.
- Flexible and adaptable style; a leader who can positively impact both strategic and tactical initiatives by maximizing the involvement and influence of Board, staff, volunteers and other stakeholders.
- A strategic thinker with a strong work ethic for high quality performance and the practical ability to get things done.
- Ability to inspire and retain talented staff, foster and encourage professional growth, and provide an environment of commitment, trust, collaboration and shared goal achievement.
- Critical decision-making skills, able to listen, discern issues, find solutions, and analyze their impact on the organization as a whole.
- Ability to manage multiple priorities and be effective and successful in a multi-dimensional organization functioning in a rapidly changing and challenging environment.
- Ability to network and develop collaborative relationships and partnerships, with key stakeholders, donors, philanthropists, businesses, organizations, and private and public sector leadership.
- Ability to communicate the Mission of Surrey to various constituencies and able to make effective and inspiring presentations to individuals, groups, and organizations.
- Demonstration of the highest standards of professionalism in behavior and demeanor to reflect the mission and values of Surrey to the community.

## **REQUIREMENTS & CONDITIONS**

- Bachelor's Degree from an accredited college or university in business, nonprofit management, gerontology, or related field; Master's degree preferred.
- A minimum of 5 years of progressive leadership and management responsibilities at a senior leadership level. Experience with nonprofit organizations preferred.
- Expertise in issues and trends in the area of senior services, and the ability to assimilate this information into Surrey's programs, activities, and long-range plans.
- Demonstrated success in organizational and program development and management, with a preference for experience in the field of aging and senior services. Knowledge of Home Care, and other home care related services is preferred.
- Competent oversight of fiscal operations and position, including budget development and monitoring, and the ability to analyze fiscal reports and make appropriate adjustments and remediations as needed.
- Experience working with Boards, volunteers, donors and key stakeholders in both private and public sectors. Knowledge or experience in Chester and Delaware Counties and the immediate surrounding area is a plus.

- Demonstrated communication skills with various constituencies, including both internal and external audiences.
- Demonstrated experience in building teams, partnerships, and other collaborative ventures and relationships.
- Strong written and verbal skills are essential.
- Strong management skills and business acumen, including knowledge of computer programs and standards business practices.

#### **APPLICATION INSTRUCTIONS**

**Applications will be accepted online. Please send cover letter and resume to Bob Stanek at [bob@stanekassociatesllc.com](mailto:bob@stanekassociatesllc.com)**

*Surrey Services for Seniors is an Equal Opportunity employer.*