

Executive Director

[cooperative name], [city, state]

[date]

The mission of [cooperative name] is to provide high quality home based care while providing fair wages and benefits to the people caring for the elderly and disabled.

General

[cooperative name] is a 79 member, worker-owned cooperative providing homemaker services and certified nursing assistant care to elderly and disabled individuals within their home environments. [cooperative name] provides services to public pay clients via a major contract with the [county name] County Department of Human Services along with smaller contracts to [county name] and [county name] counties. The co-op also provides services through agreements with Diverse Options, Adult Care Consultants, and Lutheran Social Services. For people willing to privately pay for care, services are available in a region encompassing [county name], [county name], [county name], [county name], and [county name] counties.

Operational since [date], [cooperative name] is a firmly established agency with \$[dollar amount] million in revenues. Home and personal care is a growth industry as the population ages and people with disabilities lead longer, more independent lives. The public pay environment is in the midst of change. In 2008, care statewide will shift from administration via counties to multi-county Care Management Organizations (CMOs).

[cooperative name] is the first rural, worker-owned co-op of home care providers in the nation. The Co-op was named a semi-finalist in the 2002 Harvard *Innovations in American Government Award* and the 2003 *Top Rural Initiative* by Wisconsin Rural Partners. This organization is an exciting, innovative company and one of a very few in the country that is owned by the caregivers.

Responsibilities

The Executive Director is responsible for the day to day management of the home and personal care agency. The Executive Director reports directly to the Board of Directors. The seven member policy making board is composed entirely of caregivers who are elected by their fellow member-owners of the cooperative. Duties include, but are not limited to:

Human Resources

- Determine workload hiring needs. Recruit, screen, hire, review performance, problem solve, and terminate employment of both caregivers and administrative staff.
- Supervise a three person administrative staff (scheduler, Registered Nurse, and office manager). Manage the activities of 79 home care and personal care providers.
- Assure the fulfillment of all worker scheduling, record keeping, benefits, insurance, liability, and confidentiality requirements.

- Perform private pay client assessments.
- Enhance recruitment, training and career development of members and staff.
- Support the expansion of the caregiver mentoring program. Collaborate with the board and worker-owner committees to deepen caregiver involvement in the life of their co-op.
- Work with a grant funded consultant to create a member orientation program.

Financial responsibilities

- Perform payroll, monitor profit/loss, reconcile bank statements, prepare and meet all auditing requirements.
- Oversee co-op financial management, including the preparation and monitoring of a \$[dollar amount] million dollar budget, yearly auditing, and generating monthly a financial report to the board of directors and the general membership.
- Oversee the nearly completed transition in scheduling software (from Generations to Soundtracks) that eliminates the need for paper time sheets and interfaces with the payroll software (Quick Books) and the phone-in service verification system (Telefony).
- Perform a cost benefit analysis of continuing to perform payroll in-house or subcontracting with a payroll service.
- Fulfill administrative responsibilities in a fiscally prudent manner that minimizes business overhead costs in proportion to direct service costs.

Organizational support

- Administer the \$[dollar amount] million Waushara County service contract, smaller service contracts with Marquette and Green Lake counties, and agreements with Diverse Options, Adult Care Consultants, and Lutheran Social Services. Maintain a good working relationship and engage in annual contract negotiations with all agencies receiving the co-op's services.
- Develop a relationship with the coming Family Care CMO that will administer public pay funding for a nine county region by [date].
- Increase the number of work hours available to member-owners by marketing [cooperative name] to potential private pay clients and public pay organizations in the target five county regions of east central Wisconsin.
- Guarantee customer satisfaction by assuring the delivery of high quality care. Continue implementation of the performance review program and the values based relationships with clients and among caregivers. Work with the coming CMO and other contracting organizations to assure that performance review and quality control meets their expectations.
- Foster communication within the co-op (via the membership newsletter *Cooperative Notes*) and to the wider community (such as the website).
- Take the lead in making business recommendations to the Board of Directors. Conduct strategic planning with the Board of Directors in regard to co-op development, new markets opportunities, elder care trends, public policy, etc.
- Advocate on behalf of home care and personal care workers to ultimately better their working conditions. Educate the public on elder and disability care issues with an eye towards increasing awareness of the home care alternative. Network within the home care industry, especially with other worker-owned co-ops.

- Network within the cooperative community and continually educate members and the public about good cooperative principles and practices.
- Share insights about [cooperative name] as external groups gather information to research or replicate the model for the home care industry.
- Research and submit grant applications for special projects.
- Fulfill other job duties as assigned by the Board of Directors.

Qualifications

- At least five years of management experience in long term care, geriatric care, disability services, or social services. Experience with the elder care industry, especially home health care, is desired.
- Budgeting and financial oversight abilities.
- Marketing and public relations experience in the human services.
- Experience collaborating with and reporting to a board of directors.
- Experience in delivering personal care is desired.
- Experience with managing work loads and scheduling.
- Excellent public speaking, writing, and interpersonal skills.
- A passion for the welfare of elderly and disabled individuals and an interest in assisting people to live independently in their own homes.
- A commitment to cooperative principles and the aspirations of the member-owners. Experience with cooperatives is a plus.
- A commitment to supporting, empowering, and educating direct care workers.
- A willingness to network and represent [cooperative name] to the community.
- An ability to see the big picture while tending to daily business management tasks.
- Valid drivers license, motor vehicle insurance, a willingness to drive in rural areas, and access to a motor vehicle.
- Familiarity with Microsoft Word, Excel spreadsheets, Quick Books, Publisher, and Internet tools.