



Job Title:	Chief Clinical Services Officer	Department	Nursing (01)
Status:	Fulltime - Salary/Exempt	HR Revision Date (Date/Initials):	06/20/23 - EB
Manager Report:	President		

About the Organization

Inspiration Ministries (IM) is a faith-based provider of services and programming for adults with disabilities located near beautiful Lake Geneva, Wisconsin. IM stands out from other residences because of our warm, loving, family environment and Christ-centered vision. Residents are treated with dignity and respect by a staff that is passionate about seeing each person grow in his or her highest level of independence.

Mission Statement

Opening a world of opportunities for people living with disabilities to thrive.

Vision Statement

We are *the* place where the God-given potential of people living with disabilities is developed and celebrated. We equip them to lead impactful lives, reflecting their significance and valuable contributions to the community.

Core Values

- **Faith:** Pursuing the love and heart of Jesus while seeking the Holy Spirit's leading through prayer, scripture, 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 exceed expectations of all stakeholders while mining for quality solutions and outcomes to the inevitable challenges that lie ahead.
- **Provider Quality:** Committing to measurable quality standards that differentiate our organization in the marketplace, resulting in resident, family, and staff 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.

Chief Clinical Services Officer

Primary Purpose:

Maintaining a strong Christian witness and humble spirit, the Chief Clinical Services Officer (CCSA) oversees the Nursing Department and Resident Services Department for Inspiration Ministries' assisted living community. The CCSA is a **strategic thought-partner** and a **hands-on, participative organizational leader** that drives organizational change, optimizes results, and builds an engaged and cohesive culture. The CCSA is responsible for providing comprehensive leadership in operational management, goal setting and long-term growth. The CCSA leads a team of employees with a positive, open-door atmosphere and effective communication, leading by example and ensuring outstanding attention to detail in resident care and wellbeing. The CCSA is accountable for resident safety, wellbeing, quality of care, and satisfaction; staff management, development and engagement; regulatory and budget compliance.

Key Characteristics:

- High performing, executive-level professional
- Strong regulatory compliance background
- Change agent, outcomes oriented
- Curiosity, ingenuity and problem solving
- Continuous Quality Improvement and Quality Assurance
- Organizational culture development
- Strong servant leadership and “customer service” focus
- Highly organized, systematic and process oriented

Major Job Responsibilities

Foundational Requirements

- Consistently demonstrate a strong Christian witness and humble spirit toward potential employees and volunteers, colleagues and all constituent groups.
- Actively promote what is being accomplished as a testimony to God’s provision.
- Remain updated on all aspects of ministry programs and services.
- Report activity and measurable outcomes for all functional areas of responsibility and special projects monthly to the President.

Resident Care

- Standards of Care – Responsible for the consistent, high-quality delivery of resident care (per DHS 83 and DHS 89).
- Resident Satisfaction – Oversees annual resident satisfaction survey process and develops and implements relevant action plans to optimize the resident experience.
- Continuity of Care – Ensures each individual resident receives the physical, emotional, behavioral, spiritual support and care they need, partnering with internal stakeholders and external partners as needed.
- Ensures complete documentation of all resident charts, care plans, records and files at all times.
- As part of an overall focus on Quality Assurance, conducts periodic quality checks and audits to ensure consistency and compliance for all areas under direction.
- Care Conferences – In collaboration with the Resident Care Coordinator and Director of Resident Services, meets with residents, members of the care team, advocates, providers, families/guardians at least once annually, when there is a change in a resident’s condition or other incident.
- Individual Service Plans (ISP) – In collaboration with the Resident Care Coordinator and Director of Resident Services, creates and updates comprehensive, customized care plans (on an annual basis or when there is a change in condition) for residents that are based on their individual interests, needs, and desires.
- Thrive Plans – In collaboration with the Occupational Training Director and Resident Care Coordinator, creates resident-centric plans that help each person achieve their goal(s). This will be accomplished by leveraging, when needed, internal resources (nursing, dietary, resident life/activities, etc.) and external, clinical, and non-clinical partnerships (behavioral health partners, therapy service partners, and more).
- Grievances – Fosters a timely and effective response to grievances from residents, families and/or staff.
- 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.

Admissions, Discharges, Transfers

- 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.

Operational Oversight and Leadership

- Provides direct oversight to the Nursing Department and Resident Services.
- In collaboration with the Human Resources Coordinator and Director of Resident Services, actively participates in staff recruitment, onboarding, orientation, employee satisfaction and retention initiatives, performance management, corrective action, professional development, and termination.
- 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.
- In collaboration with the Human Resources Coordinator, creates and/or updates organizational and departmental policies and protocols as needed.

Safety, Emergency Preparedness, Compliance

- Responsible for organizational compliance with DHS 83 and DHS 89.
- Plans for and manages the state investigation and survey process, maintaining “survey readiness” at all times.
- Works collaboratively with operational leadership regarding all drills, exercises, audits and reporting.

Other

- Serves as Chair of the Clinical Services Committee, a Board sub-committee.
- Builds and maintains an outcomes-based culture focused on Quality Assurance/Improvement.
- Develops and maintains mutually beneficial partnerships with organizations such as Aurora University, Gateway, Powerback Rehabilitation, Open Arms Free Clinic, etc.
- Establishes and maintains relationships with key leadership at the Wisconsin Department of Health Services, the local Health Department and other key agencies and organizations.

Education and Experience

Years of Experience	Five (5) +
Education	Bachelor of Science in Nursing (BSN) required
Certification	Registered Nurse