



Grace Lutheran  
Communities has been  
providing high quality  
Christian-based care  
in the Chippewa Valley  
since 1966.

# CEO SEARCH PROFILE



## **Exceptional Leadership Opportunity** **CEO** **Eau Claire, WI**

Grace Lutheran Communities (GLC), a well-known and highly respected eldercare services company is seeking a skilled, highly principled and caring CEO. The previous CEO, after 20 years of effective, exceptional leadership and expansion of our mission, passed away after battling cancer.

Grace Lutheran Communities began its mission in 1959 with an estate donation from Myrtle and Barney Syverson to the Grace Lutheran Church of Eau Claire. The gift was used to create the foundation with the original mission to assist seniors with healthcare, housing and other services to help them maintain independent living. The donation was used to build Syverson Lutheran Home, a skilled nursing facility in downtown Eau Claire. GLC has been expanding its mission ever since, and currently owns two adult day services, two independent apartment buildings, three assisted livings, and two skilled nursing facilities. GLC has a long tradition of providing quality care in a comfortable and affordable setting for residents and families. Additionally, GLC operates a before and after school childcare program in five local elementary schools.

GLC has continued to expand its mission beyond the Eau Claire area through its management contracts. Currently, GLC manages an additional apartment complex, four skilled nursing facilities, two assisted livings, and three cutting-edge post-surgical suites in partnership with Marshfield Clinic Health System. These partnerships have allowed these small community-based facilities to maintain their identity and to maintain control and direction of their operations. GLC has used its extensive expertise and resources to keep these entities market relevant, fiscally viable and community-focused.



The mission of Grace Lutheran Communities, as a complementary arm of Grace Lutheran Church, is to respond to the spiritual, physical and social needs of the people in order to enhance human dignity and growth by providing high-quality, Christian-based service.

## Values

**MINISTRY:** We provide high-quality, Christian-based service.  
We show genuine concern for customers and coworkers.  
Decision-making is driven by real concern for others.  
We listen and respond with empathy and compassion.

**INTEGRITY:** We are truthful and transparent with facts about all situations.  
We believe in treating others the way we want to be treated.  
We do the right thing, whether or not someone is watching.

**TEAMWORK:** We believe in shared responsibility and accountability.  
We work together to achieve a greater value.  
We work toward understanding and trusting others' abilities.

**INNOVATION:** We consider and encourage ideas.  
We identify and learn from mistakes.  
We provide for creativity, fun and humor.

**EXCELLENCE:** We perform at the highest possible level of quality.  
We strive for positive client/resident experiences.  
We believe in achieving the highest levels of person-centered care.  
We are responsive to the stewardship needs of the organization.

## Grace Lutheran Communities Strengths, Initial CEO Priorities & Long-Term Opportunities



### Organizational Strengths

- Christian faith-based culture dedicated to providing high-quality services with respect, compassion, and dignity
- Committed, passionate, highly skilled staff working as a team dedicated to the well-being of those we care for
- Unique mix of living options, increasing levels of care, and community amenities
- Engaged and highly-committed Board of Directors
- Voted Best Senior Living Residence of 2018 and 2019 by VolumeOne Magazine in the Chippewa Valley



### Initial Priorities for the new CEO (12-18 months)

- Continue to build long-term culture of trust and confidence
- Explore opportunities to develop business relationships with other health care organizations
- Expand marketing activities
- Work with the Board of Directors to create a strategic plan
- Seek ways to improve recruitment and retention of nursing professionals



### Longer Term Opportunities/Challenges

- Addressing the continuing changes in the healthcare industry
- Developing and implementing a master facility plan to address the evolving scope of services
- Sustaining excellence
- Continuing to be aware of and adapting to the desires and needs of seniors in our community
- Enriching fund development

Reporting to the Grace Lutheran Communities' Board of Directors, the CEO must create an environment that translates the mission of GLC into actions that are conducive to the maximum well-being of the residents and communities being served. The CEO needs to provide visionary leadership and administration of key strategic initiatives to keep GLC at the forefront of the industry. The CEO provides the daily leadership for attracting, developing, and retaining talent; achieves short and long term financial objectives; ensures compliance to mitigate risk; anticipates industry trends; and engages in business development activities to advance the reputation and services of GLC.

### **The CEO directly supervises the leadership staff, which includes:**

- Director of Support and Ancillary Services • Director of Human Resources • Chief Operations Officer
- Executive Assistant/Compliance Officer • Director of Spiritual Care • Director of Finance
- Director of Environmental Services

The CEO, along with the GLC Board of Directors, must foster communication and a strong relationship with Grace Lutheran Church, stakeholders, community partners, residents, families, and staff.

GLC has a very talented and dedicated staff. There are currently more than 700 employees. Annual budget of the entities, both owned and managed, is approximately \$44 million.

### **IDEAL CANDIDATE COMPETENCIES**

- Leadership Effectiveness - Achieves with distinction, perseveres despite resistance, and influences others
- Strategic Thinking - Develops broad, long-range objectives and plans that meet contingencies
- Relationship Building - Displays strong human relationship building and interpersonal abilities; builds strong rapport with others that results in collaboration and trust
- Managing Relationships - Establishes effective working relationships; willingly and skillfully manages conflicts
- Accountability - Follows up and holds employees accountable for completion of assigned work and meeting/exceeding standards
- Problem Solving - Assesses situations and envisions solutions which meet the organization's unique needs
- Self-Awareness - Displays self-knowledge of strengths and needs, and identifies resources where there are gaps
- Goal Setting - Establishes and achieves challenging goals through ambition and execution skills
- Delegating - Thinks and plans to assign workload to subordinates proactively rather than reactively
- Supervising - Stewards resources to get things done effectively and efficiently
- Stress Tolerance - Reacts to duress in a balanced manner as needed to sustain performance levels
- Time Management - Effectively uses time, ensuring priority issues receive appropriate focus and effort
- Coaching Effectiveness - Instructs in a manner so that others learn and develop skills needed to achieve objectives



## PERSONAL ATTRIBUTES

- A person passionate about GLC's mission
- Person of high integrity
- Strategic thinker, visionary
- Outstanding communicator
- Strong business and financial acumen
- Ability to view from the 50,000 foot level with feet still on the ground
- Decisive
- Possess a healthy sense of humor

## MINIMUM QUALIFICATIONS

Can be expanded/changed based on direction of job description.

- B.A. required, Masters degree desired
- Financial acumen to manage operating budgets, financial statements, and other related fiscal reports
- 5+ years of progressively responsible senior management experience in an organization of comparable size and complexity including multiple locations
- Experience working with nonprofit boards
- Measureable success in creating a culturally competent organization
- Fundraising/development experience desired
- Experience in eldercare services

## COMPENSATION & BENEFITS

Highly competitive total compensation including:

- PTO
- 403(b) matching contributions
- Health insurance with access to near-site clinic
- Company-paid short-term and long-term disability
- Company-paid life insurance





# LIVING AND WORKING IN EAU CLAIRE



Grace Lutheran Communities is located in beautiful Eau Claire, Wisconsin. Surrounded by woods and water, Eau Claire features picture-perfect views and abundant recreational opportunities year-round. Eau Claire has become a sought-after location for entertainment including, sports, music, food, education and adventure.

Eau Claire and the Chippewa Valley are a great place to live, visit and do business. The area is home to a population of nearly 70,000 people. Whether you're looking for economic opportunity, cultural events, or educational excellence, you'll find it and much more in Eau Claire.

The city is also home to nationally known educational institutions such as the University of Wisconsin-Eau Claire and Chippewa Valley Technical College. Many globally recognized organizations are regionally or nationally headquartered in the Eau Claire area including: JAMF Software, Menards, Hutchinson Technologies, Jacob Lienenkugel Brewing Company, and Curt Manufacturing. The Pablo Center at the Confluence and multiple music festivals are highlights for individuals and families living in or visiting the area.

Eau Claire has been voted one of the safest neighborhoods in the U.S. and 90% of its residents said that it is an excellent place to raise children. With prestigious health care systems including Mayo Clinic Health System and Marshfield Clinic Health System there is no shortage of access to services to keep you healthy and well.

For more information on living in Eau Claire go to [www.thinkeauclaire.com](http://www.thinkeauclaire.com)

Applications received by **March 15, 2019** are assured full consideration. It is anticipated that preliminary candidate phone interviews will be held in **mid-to-late February**. Onsite finalist interviews will be held **mid-to-late March** with a decision to be made shortly thereafter.

To register as a candidate go to:

<https://graceluthfound.vikus.net/jobs/Z5H2ogqjVkSA4sdVImUFCQ>

The target starting date for the successful candidate will be on or near **July 1, 2019**, subject to discussion between the candidate and GLC.

All submissions will be acknowledged and held in strict confidence.

Finalists for the position will be required to participate in onsite tours and face-to-face interaction with key leaders, board members, staff, and residents. Formal background checks will be conducted on finalists for the position, with their permission.

## CONTACT INFORMATION

For further information please contact:

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**EQUAL OPPORTUNITY:** It is the policy of GLC to provide and promote equal opportunity in employment, compensation and other terms and conditions of employment without discrimination because of race, color, sex, religion, marital status, national origin, age, disability or pre protected status unrelated to the performance of the work involved.

