



## EMPLOYMENT OPPORTUNITY

Union Settlement Association, established in 1895, is one of the largest social services agencies in East Harlem. The agency provides childcare, after-school programs, youth development, college preparation, adult education (including ESL and GED), programs for the elderly, mental health services, and more. Union Settlement has over 400 dedicated full-time and part-time employees who work from 18 different sites to serve over 13,000 local residents each year. In addition, two related entities – Union Settlement Home Care Services and Union Settlement Federal Credit Union – offer complementary programs and services to the community. For additional information about Union Settlement, please visit our website at [www.unionsettlement.org](http://www.unionsettlement.org).

**Position:** Chief Operating Officer  
**Department:** Home Care  
**Reports to:** Executive Director and Associate Executive Director  
**Hours:** Full-time

### Position Summary:

The Chief Operating Officer (COO) is responsible for overseeing all the operational and program activities of Union Settlement Home Care Services, Inc. (“Home Care”), which is a for-profit subsidiary of Union Settlement Association and is a licensed home health care agency with annual revenues of approximately \$8 million. The COO is a member of the agency’s senior management team and must be a strong, hands-on manager, supervising a staff of approximately 15 individuals.

### Responsibilities include:

- Overseeing the day-to-day operations of Home Care
- Reviewing the current business model and developing strategies for the expansion of operations and services
- Identifying potential new vendors and negotiating home care services contracts
- Developing and implementing a marketing and communications plan to support efforts to expand business operations
- Ensuring that all licensing requirements are met
- Pursuing accreditation by appropriate industry-recognized accrediting entities
- Developing a plan for recruitment of certified home health aides, particularly aides with additional language skills and aides located in geographical areas outside Northern Manhattan and the South Bronx
- Ensuring that employees are trained regularly to meet compliance regulations

- Interacting with the home care workers' union and participating in union contract negotiations
- Preparing operating budgets, and reviewing financial reports and tax filings
- Making presentations to Board of Directors regarding Home Care operations
- Undertaking additional duties as assigned

**Qualifications:**

The ideal Chief Operating Officer candidate will have the following qualifications

- Bachelor's degree in business, nursing or public health; Master's degree in Business Administration, Nursing Administration, Public Health Administration or related field preferred
- At least 10 years of senior level management experience
- Significant experience with home care business operations management with demonstrated track record of success
- Experience with Medicaid, Medicare and/or managed care billing systems a plus
- Ability to undertake and complete multiple tasks at the same time
- Excellent verbal and written communication skills
- Excellent analytical and organizational skills
- Excellent management abilities
- Unquestioned personal and professional integrity
- Innovative and analytic problem-solving abilities
- A dedicated work ethic

**To Apply:**

Please send cover letter, resume, writing sample, salary requirements, and contact information for at least three professional references to: [hr@unionsett.org](mailto:hr@unionsett.org)  
Please indicate "COO" in subject of e-mail.

**UNION SETTLEMENT ASSOCIATION IS AN EQUAL OPPORTUNITY EMPLOYER**