



Position Profile
Chief Operating Officer
Dimensional Health Care Associates,
Inc.



Dimensional Health Care Associates, Inc. (DHCA) is partnering with Dragonfly Central, Inc. (DCI) to find a Chief Operating Officer. This is an exciting opportunity for an accomplished leader to partner with the Owners in all aspects of DHCA's business. We seek a dynamic COO who possesses critical and strategic thinking, operations experience, and balances big-picture vision with the ability to see detail.

About Dimensional Health Care Associates

DHCA is a nurse owned and operated company. We have provided services in Maryland for 30 years to individuals with intellectual and developmental disabilities, and the agencies that serve them. DHCA provides Nursing Support Services, Certified Medication Technician Training, as well as nutrition services by registered dietitians.

Our mission is to create long lasting relationships with our community partners by providing top quality supports and services, while fostering a positive and supportive team environment for our employees.

The Position

The COO is responsible for the oversight and success of all day-to-day operations and strategic initiatives of DHCA. This includes professional development and oversight of staff, development and management of complex budgets, compliance, strategic planning and organizational growth. A successful COO will be both action oriented and deliberate in their decision making. The COO is designated as a mandatory/essential employee who oversees the care of intellectually and developmentally disabled persons in the community, and are required to report to work during state and/or national emergency periods. This may include traveling during times with domestic travel restrictions.

Roles and Responsibilities

The Chief Operating Officer will ensure that DHCA operates in its own best interest and will promote its best interest in all aspect of business operations. Other responsibilities include:

- Oversee and execute all duties required for the operations and business management of the company including, but not limited to: human resources functions, employee evaluations, contracts with providers, creation of policies to improve and sustain corporate structure
- Oversee and administer all contractual issues or negotiations
- Manage all insurances, workers compensation and unemployment issues
- Lead 5-7 direct reports, including senior managers
- Develop and monitor monthly and annual budgets of DHCA
- Oversee the delivery of all services
- Supervise professional development and accountability of all direct reports, including the leadership team
- Ensure that DHCA's compliance with COMAR 10.22 as well as the Nurse Practice Act (including COMAR 10.27.11) to help promote the success of the customers, quality of services, protection of the clinical staff, and protection of DHCA
- Intervene with critical customer issues to ensure relationships remain positive and productive
- Maintain and promote a positive culture, creating both employee and customer satisfaction
- Be responsible for decision-making in the absence of the Owners
- Maintain a productive relationship with DDA, OHCC, MBON and trade organizations
- Understand and monitor MBON, DDA and all other applicable state and federal policies, regulations and waivers
- Implement and utilize productive leadership strategies with all employees
- Uphold the values of, demonstrate and reinforce the beliefs, policies and best interest of DHCA in all relationships
- Maintain regular communication with the Owners

- Enforce DHCA's Employee Handbook policies
- Develop and guide effective growth plans
- Proactively ensure the overall health of DHCA
- Ensure that all decisions align with the vision and mission of DHCA
- In the event that US and/or Maryland State Government announces the decision to close, delay or cancel activities related to emergency conditions, this position is required to complete all regular duties or as instructed by management
- Other duties as assigned

Experience and Attributes

- Bachelor's Degree in human services or leadership, Master's Degree preferred
- Minimum 5 years' experience in a human services or healthcare field
- Minimum 7 years' experience in executive leadership; experience in for-profit executive leadership highly preferred
- Possess excellent verbal, written, and interpersonal communication skills
- Be a strategic thinker, quick learner, problem-solver, and strong decision-maker
- Possess a strong ability to create and foster positive relationships internally and externally
- Be a detail oriented, self-starter with excellent organizational and time management skills
- Possess the ability to manage multiple projects at a time with strong focus, and the ability to pivot as necessary
- Must have a valid state-issued driver's license and own reliable transportation
- Must have a working smart phone capable of making calls, receiving calls, receiving emails and sending emails
- Must be able to fluently communicate in written and spoken English, bi-lingual preferred

In addition to a competitive base salary of \$175K - \$195K, DHCA also provides a competitive benefits package which includes access to robust health, dental and vision insurance; a Simple IRA with matching; a suite of employee purchased insurance plans, such as short- and long-term disability; sick, safe and bereavement days; and unlimited vacation time. This position works remotely with frequent in-person meetings in all areas of Maryland. This is an overtime exempt position.

Application Process

DHCA is partnering with Dragonfly Central to find the best candidate for the Chief Operating Officer position. To apply, email a cover letter that details your fit with the position's requirements and a chronological resume to DHCA@dragonflycentral.org.

For all other inquiries, contact Ginna Goodenow at ginna@dragonflycentral.org.

****Special Note – For any candidate wishing to apply who is currently employed by or has been employed by a customer of DHCA within the last year, know that you will need to present written permission from an officer, executive director or head of the board of directors in order to be able to be offered an interview. Please know that this is not a reflection of you as a prospective employee, but rather out of respect for and compliance with the contract with our customers.***

Dimensional Health Care Associates, Inc. is an equal opportunity employer. We provide equal opportunity to all qualified candidates without regard to race, color, religion, ethnicity, sex/gender, national origin, age, marital status, military/veteran status, sexual orientation, disability, or any other characteristic protected by applicable law.