



Allegany
Franciscan
Ministries

A Member of Trinity Health

Candidate Information Packet

Vice President of Operations

February 21, 2022

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Allegany Franciscan Ministries, Palm Harbor, FL
Position Announcement ~ February 21, 2022 ~
~ Vice President of Operations ~

***Ready to use your skills to collaborate with an amazing, mission-focused team?
If so, join us! Allegany Franciscan Ministries is seeking a team member to provide
comprehensive leadership and oversight for our operational and financial functions.***

Our Vice President of Operations serves as the CEO's "right hand person". They are responsible for financial management & budget/forecast planning, operational planning & priority setting, facilities management, oversight of technology & information services, contracts & vendor relationships, human resources, events management, policy development & compliance, and communications. Equally as important, they have a key leadership role in colleague engagement & organizational culture for the staff team.

This full-time, exempt position reports to the President & CEO, works closely with Allegany's eight-person staff team, most of whom work remotely, and supervises the Administrative & Grants Services Coordinator. They also interact regularly with the board of directors and other partners. While physically based at Allegany's Palm Harbor office, the position may work remotely part of the time.

Allegany is a non-profit organization inspired by the [Franciscan Sisters of Allegany](#) and is a member of [Trinity Health](#). We award grants and build partnerships to achieve our vision that "*the communities we serve will become ever more just, equitable, and caring; everyone in our communities will be welcomed and have the resources to thrive*". Our commitment to this vision means that an understanding – gained through professional or personal experience – of the communities we serve, especially communities who have been historically marginalized, is critical to this position's success.

Ideal candidates will connect deeply with Allegany's [mission, vision, and values](#). Team members at Allegany are characterized by integrity & caring, and are energized by a collaborative, shared leadership environment with multiple, quickly changing priorities. A successful VP of Operations will have comprehensive business administration knowledge and hands-on experience with organizational operations, budgets, & finances. In addition, they will have strong conceptual, analytical, problem-solving, & independent thinking skills; they'll be nimble, resourceful, & responsible. Experience with non-profit or foundation/grant-making organizations is a plus.

The expected starting annual salary range for this position is \$95,000 to \$110,000. To receive a Candidates' Information Packet, including a detailed job description, summary of benefits, hiring process/timeline, and interview questions, [CLICK HERE](#) or email Eileen Coogan (she/hers) at ecoogan@afmfl.org. Applications will be reviewed as they are submitted. The position will remain open until filled; our goal is to have the position filled by April 2022. Please [CLICK HERE](#) to submit an application.

We welcome and encourage all qualified persons to apply. Equal employment opportunities and having a diverse, welcoming, and inclusive staff team are foundational to Allegany Franciscan Ministries. Employment opportunities are based upon capabilities and qualifications without regard to status including race, color, religion, sex (including sexual orientation, gender identity, and gender expression), pregnancy, national origin, ancestry, age, physical or mental ability, marital status, genetic information (including testing and characteristics), or military or veteran status, among others.



TRINITY HEALTH POSITION DESCRIPTION

Job Code:	T2066	Title:	Vice President of Operations (TH: SO_Director AFM OPS)
Date:	February 2020	Department:	Mission Health Ministry, Allegany Franciscan Ministries
FLSA:	Exempt	Reports To:	President & CEO, Allegany Franciscan Ministries
Grade:	SO_TH_15	Approved By:	President & CEO, Allegany Franciscan Ministries

POSITION PURPOSE

Together with all Allegany Franciscan Ministries colleagues, the Vice President of Operations is responsible to support and promote the mission, vision, goals, and organizational culture of Allegany Franciscan Ministries. Leads, oversees, and manages administrative and communications functions, including operational planning and priority setting, human resources management, colleague engagement, events management, and communications for Allegany Franciscan Ministries. Oversees budget/forecast planning and coordination. Serves as liaison and systems coordinator with the President & CEO and staff team on operational and strategic issues and initiatives. Provides support and leadership to the board of directors, President & CEO, Trinity Health, and external key groups and individuals. Presents, integrates, and articulates strategic and operational plans, priorities, and directives.

ESSENTIAL FUNCTIONS

1. Knows, understands, incorporates, and demonstrates the Trinity Health and Allegany Franciscan Ministries' Mission, Vision, and Values in behaviors, practices, and decisions.
2. Establishes, manages, and oversees human resources, communications, and operational activities. Oversees, coordinates, and participates in the development and implementation of administrative and operational policies and procedures that support established goals, objectives, and mission.
3. Manages fiscal activities. Develops and manages 18-Month Rolling Forecast. Prepares forecast projections and plans; conducts cost analysis; and prepares expense and other statistical activity reports. Presents monthly numerous financial reports and indicators to Stewardship Committee of the board of directors. Directs activities of external accounting and auditing firms. Facilitates preparation of IRS Form 990. Approves and reconciles accounts payables; authorized to sign checks and approve ACH payments.
4. Serves as on-site human resources officer. Manages human resources and talent support activities. Manages hiring and performance review processes. Serves as primary liaison and resource with Trinity Health system office HR department. Coordinates preparation, completion and submission of data. Ensures that Allegany Franciscan Ministries' colleagues have necessary human resources information. Identifies staff professional development needs and provides opportunities for talent development. Designs and implements orientation and onboarding for new colleagues.

5. Supervises, and provides guidance for the Administrative & Grants Services Coordinator. Oversees their job responsibilities.
6. Oversees daily operations of Allegany Franciscan Ministries worksite.
7. Responsible for vendor, lease, and other contract management. Establishes and maintains relationships, monitors contractual agreements, provides guidance, and resolves problems as needed.
8. Leads Allegany Franciscan Ministries' staff team in ongoing organizational communication, strategic planning, colleague engagement initiatives, and internal team building. Leads and coordinates staff meetings and communications. Ensures plans and expectations are clearly articulated; prepares and disseminates key information following meetings. Designs and develops best practice approaches for effective internal organizational and regional activities. Identifies strategic opportunities/risks to equip, enable, and prepare staff team to implement activities and process changes. Supports general functions and culture.
9. Serves as organizational authority in the absence of the CEO, making decisions and directing staff as necessary.
10. Oversees internal and external communications including public relations. Develops, maintains, and implements a communication plan. Drafts press releases, articles, blogs, and other communication; guides staff, consultants, and volunteers in preparing communications. Collaborates on website development and maintenance, newsletter production, Constant Contact and social media messaging implemented by the Director of Grants and other colleagues. Ensures synchronization and delivery of messaging and communication.
11. Provides consultative support for President & CEO.
12. Develops and ensures understanding and compliance with Disaster and COOP plans.
13. Responds to legal inquiries in relation to Allegany Franciscan Ministries; serves as liaison with Trinity Health legal department. Ensures all legal requirements are met.
14. Maintains a working knowledge of applicable Federal, State, and local laws and regulations, Trinity Health's Organizational Integrity Program, Standards of Conduct, as well as other policies and procedures to ensure adherence in an honest, ethical, and professional manner.

MINIMUM QUALIFICATIONS

1. Comprehensive knowledge of business administration, as normally obtained through a bachelor's degree (master's degree preferred) in business administration or related field, or an equivalent combination of education and experience, and minimum of five (5) to seven (7) years' administrative, office or project management experience working in a non-profit organization, preferably a foundation environment.
2. Significant knowledge of project management, change management, and process improvement methodologies. Ability to anticipate, develop, manage, and implement multiple projects and initiatives in a professional manner. Develop appropriate methodologies for collecting, analyzing, and evaluating data. Possess advanced business and analytical skills to develop and implement new improved processes, policies, and procedures.
3. Strong financial, conceptual, analytical, and problem-solving skills.
4. High degree of independent judgment, discretion, and confidentiality. Ability to work independently with minimal supervision.

5. Strong interpersonal, consultative, and relationship building skills. Ability to influence results, garner support, and tactfully manage complex relationships and influences within and across the organization. Ability to read the subtle nuances of situations and react/plan accordingly.
6. Strong computer skills. Advanced skills in Microsoft Office suite, spreadsheet design/utilization, technology apps and resources, and database software packages. Ability to communicate effectively with technology experts.
7. Ability to communicate effectively and professionally at all organizational levels. Excellent written and oral communication skills. Advanced interpersonal skills to communicate with leadership, outside stakeholders, and to resolve complex operational issues at all levels. Strong diplomatic skills to work with various and diverse groups, including board members and leadership committees.
8. Ability to provide supervision and mentoring to colleagues.
9. Comfortable operating in a collaborative, shared leadership environment. Strong team participation and team building skills.

PHYSICAL AND MENTAL REQUIREMENTS AND WORKING CONDITIONS

1. Able to set and organize own work priorities and adapt to frequent changes. Able to work concurrently on a variety of tasks/projects in an environment that may be stressful, with individuals having diverse personalities and work styles.
2. Able to comply with Trinity Health policies and procedures.
3. Able to concentrate, meet deadlines, work on several projects at the same period and adapt to interruptions.
4. Able to communicate frequently, in person, and through telephone and videoconference, with people in several different locations on key issues.

SALARY RANGE

\$95,000 - \$110,000 with comprehensive benefits package.

Allegany Franciscan Ministries
Vice President of Operations
Summary of Benefits (updated 2/21/22)

Note: This listing of benefits is intended to provide a summary of available benefits and does not constitute a guarantee. In addition, benefits as set by Trinity Health may change especially during renewal periods. Specific information regarding benefits will be provided by Trinity Health Human Resources later in the process.

- The position is based at our Palm Harbor office (33920 US Highway 19 N, Suite 269, Palm Harbor, FL. Because of their responsibilities for facilities and technology, and supervising the Administrative & Grants Services coordinator, the VP of Operations is expected to be in the office at least part time. May be 100% in the office or split time working remotely;
- Comfortable and generally quiet office environment including private office.
- Hours 8 am – 5 pm; flexibility is possible. Evenings and weekend work requirements are very rare. Significant autonomy in work day including time for family or other commitments.
- Safe environment; all colleagues are required to be vaccinated against influenza and COVID-19; additional protocols are employed for the safety and wellness of colleagues, volunteers and partners.
- Health care benefits through Blue Cross Blue Shield of Michigan – colleague may select level of service. Includes family. Allegany Franciscan Ministries currently covers approximately 70% of insurance cost.
- Dental insurance through Delta Dental for colleague & dependents – Allegany covers approximately half of insurance expense.
- Vision insurance through United Health Care available for colleague to purchase for self and dependents.
- Basic life insurance and AD&D at 1x salary is provided at no cost to colleague; with voluntary supplemental life insurance for colleague or spouse/children may be purchased.
- Short and Long Term Disability
- Matched 403(b) retirement savings plan through Fidelity.
- Healthcare and Dependent Care FSAs available
- EAP through CareBridge
- PTO, 7 paid holidays and 1 floating holiday.

Allegany Franciscan Ministries
Vice President of Operations
Recruitment & Hiring Process Timeline – (updated 2/21/22)

Current VP of Ops will transition out likely in early-mid May. Goal is to have 1-3 weeks overlap.

January/early February 2022	Coordinate with Trinity Health (TH) (approve position, set grade/pay, enter into WorkDay and QuickBase) – Eileen
Mid-February	TH Labor Review Committee to review position & approve. John P. to let Eileen know status. (APPROVED 2/18/22)
Week of February 21	Advertise and receive resumes (TH) Allegany posts on website & social media incl in specific FB groups, FPN, PEAK, GEO etc job boards, asks personal contacts to share. One-page announcement, link to full Candidates’ Information Packet including timeline, process, full JD, benefits list, and interview questions.
Beginning March 1 Ongoing until closed	Eileen review resumes every few days screened by TH, selects candidates for initial 30-minute Zoom interview, schedules and conducts initial interviews. (Dani may help w scheduling/zoom set-up)
Every two weeks until closed	Email sent to applicants updating status (Eileen signs - need names and emails from TH).
Weekly until closed	Eileen contacts final candidates, sets up interviews.
Weekly until closed	2nd round 60-minute Zoom interviews (Eileen)
As needed until closed	Final 90-minute in-person interview top candidate(s) – include meet w/ Dani DeBois & possibly other members of staff team.
April 1 or sooner	Choose top candidate TH begins reference checks, background & drug screens
April 10 or sooner	Extend offer
May 2	Target start date (pay period begins 5/2)

**Allegany Franciscan Ministries
Vice President of Operations
Probable Interview Flow & Questions (updated 2/21/2022)**

The outline below is a general plan for how the interviews will develop. Our job interviews are meant to be dynamic, providing both Allegany Franciscan Ministries (Allegany) and the candidate with opportunities to share and to learn. Candidates are not expected to prepare formal answers to these questions, they are provided here to be transparent and efficient and so candidates know what to expect.

Interviews will take place with Eileen Coogan, President & CEO, additional members of the staff team may join the final interview.

Initial Interview (Virtual – Zoom - 30 minutes)

Timeline below is approximate, informal and go with flow of conversation.

5 minutes (Eileen Coogan)

- Welcome
- Review the process/expected timeline
- Describe Allegany and the position, briefly.

10 minutes (Candidate)

- Opportunity to ask any questions related to Allegany or the job

10 minutes – Questions

- Tell me a little bit about yourself and what you are doing now/have done recently. If necessary, ask more specific prompts like “what are your major responsibilities?” and “what is a typical day like in your current job?”
- What about this position most interests you?
- What do you suppose would be the greatest challenge for you in this job?

5 minutes – Wrap Up

- Opportunity for candidate to ask any additional questions and for Eileen to review next steps/expectations.

Second Interview (Virtual – Zoom - 1 hour)

Timing is approximate. There won't be time for all the questions, and additional questions may be added based upon the first interview. The candidate may also be asked to bring or send in writing sample(s).

5 minutes (Eileen)

Thank them for returning and provide an update on the process and next steps.

10 minutes (Candidate)

- Opportunity to ask any questions related to Allegany or the job

35 minutes – Questions/Dialogue

- Now that you have had a chance to further review the job description, and in thinking about our last conversation, tell me more about the skills and experiences you have that are most relevant to this position.
 - Financial management & budget forecast/planning
 - Colleague engagement & organizational culture
 - Supervising staff
 - Human resources
 - Communications including public relations
 - Contracts & vendor relationships
 - Oversight of technology & information services,
 - Event management
- Our vision is that “the communities we serve will become ever more just, equitable, and caring; everyone in our communities will be welcomed and have the resources to thrive”. Our commitment to this vision means that an understanding – gained through professional or personal experience – of the communities we serve, especially communities who have been historically marginalized, is critical to this position’s success. Can you share your experience with communities that have been marginalized?
- This position requires a very high level of organization and attention to detail. How do you like to organize your time and work projects? (Describe your organizational skills and how you use them to enhance your job performance.)
- What is the most satisfying job you ever had, and why?
- What kind of relationship do you prefer with your supervisor? (Any examples of “good” or “bad” supervisory relationships you’ve had?)
- How would you build and maintain a cohesive team culture in an organization with a distributed (remote) workforce? (Examples?)
- How would your current/most recent supervisor describe you?

- Give an example of a successful project you were part of. What was your role? Why was the project successful?
- Have you been a member of a team that struggled or failed to accomplish its goal? If so, what assessment did you make of the reasons for the failure?
- Describe the work environment or culture in which you are most productive and happy.
- What else should we have asked you? (Or, if I didn't get to all the planned questions, which one did you really want to answer?)

10 minutes - Wrap-Up

- Opportunity for candidate to ask any additional questions and for Eileen to review next steps/expectations.

Third/Final Interview (In Person – 90 minutes)

Physical distancing will be maintained throughout this in-person interview. Masks will be worn during the tour of office space and may be removed for interview if the candidate is fully vaccinated & boosted against COVID-19. All interviewers have been fully vaccinated & boosted.

Timing is approximate. There won't be time for all the questions, and additional questions may be added based upon the first two conversations. The candidate may also be sent Allegany financial or other information to review, with detail about why (for example, to assess how well the candidate understands and can interpret financial reports; the candidate will not be asked to create any products.)

10 minutes – Welcome, tour of office space, introduction of any other staff who may be present. (Likely, Dani DeBois, Administrative and Grant Services Coordinator, possibly others).

10 minutes (Candidate)

- Opportunity to ask any questions

45 minutes – Questions/Dialogue

There are likely to be follow-up questions from first /second interview, and some of these questions will already have been addressed. The questions are unlikely to be asked in the order listed.

- Why are you looking to leave your current job/why did you leave your most recent job?
- What if any is your experience working with a department or organization within a larger organization/system?

- Tell me about a time when you disagreed with the actions or decisions of your manager or supervisor. How did you approach the situation? Was the situation resolved to your satisfaction?
- Rate your communication skills on a scale of 1 to 10, with 10 representing excellent communication skills. Give me three examples that demonstrate the selected number is accurate.
- Tell me about a situation where you worked hard on something and were then told to change and do it some other way. How did you feel about it? How did you respond and handle the situation?
- What part of your work have you found most frustrating or unsatisfying?
- Have you participated in communication or leadership assessments? What did you learn about yourself or others?
- Can you site an example of a time when it was possible to be loyal to your employer but still disagree with some rules and policies?
- If you could have dinner with three different people (alive or dead but not related to you) who would you choose and why?
- What was the toughest work-related decision you had to make in the last year and what made it so difficult? What process did you go through to make the decision?
- What are three examples of the kinds of behaviors, actions, or attitudes you are most likely to conflict with at work? Can you give me an example of a situation you addressed in the past? How was it resolved?
- Have you ever introduced a new idea, policy, or process that departed from the usual way of doing things? If so, what did you do to gain cooperation and how did it work out?