POSITION PROFILE

Chief Operating Officer
Planned Parenthood of Wisconsin
Milwaukee, WI
Planned Parenthood of Wisconsin empowers all individuals to manage their sexual and reproductive health through patient services, education, and advocacy.

Planned Parenthood of Wisconsin (PPWI) is a 501(c)(3) nonprofit healthcare provider caring for more than 60,000 patients annually at 22 health centers, delivering vital sexual and reproductive healthcare, sex education, and information. Since opening in 1935 with one small clinic in Milwaukee run by a group of volunteers, PPWI has grown to be Wisconsin’s largest and most trusted reproductive healthcare provider.

Planned Parenthood provides a wide range of services, centralizing around three core areas:

**Essential Healthcare:** PPWI health centers provide a wide range of services — namely preventive care, which includes birth control, abortion care, testing and treatment for sexually transmitted infections, and screenings for cervical and other cancers. Dedicated doctors, nurses, and support staff take time to not only talk with patients, but to see them for who they are as individuals and support the life they envision for themselves.

**Education:** PPWI offers comprehensive, medically accurate, and age-appropriate sexuality education to thousands of young adults, teens, parents, and other adults of influence each year. Embody is the name of PPWI’s network of education and training programs. Embody is a provider of excellence in comprehensive sex education, training, resources, and information for diverse audiences in Wisconsin and beyond. As of 2020, over 10,000 participants took advantage of the 1,024 education and training opportunities provided by the program.

**Advocacy:** PPWI’s public affairs program aims to protect and expand access to comprehensive reproductive healthcare and education. The organization works to help advance public policies that are pro-woman and pro-family, expand access to family planning and reproductive healthcare, and bring accurate, responsible sex education into schools.

Community is the heart of Planned Parenthood, striving to be good neighbors in partnership with on-the-ground health and rights organizations. Expert healthcare professionals are dedicated to providing high-quality, compassionate, and affordable care, no matter what. As a leader in sexual and reproductive services, Planned Parenthood is proud to serve the diverse needs of local communities through a national network of more than 600 health centers operated by affiliates.

With the generous support of private donations and public grants, PPWI looks to a future where women have access to the reproductive healthcare they need, teenagers receive medically accurate and non-biased sexuality education, and legislators make responsible and compassionate decisions about women’s rights and women’s bodies.
THE OPPORTUNITY

Reporting to and partnering with the President & CEO, the Chief Operating Officer ("COO") will lead PPWI’s business and operational strategies in service to the highest-quality delivery of efficient patient care, exceptional customer service and a secure and modern health system infrastructure.

The COO will provide tactful, values-motivated oversight of PPWI’s operations and culture. This leader will partner effectively with the President & CEO to identify business opportunities to protect and grow PPWI’s ability to serve patients and the community. As part of PPWI’s Executive Team, the COO will participate in shaping the strategic direction of the organization, developing and executing strategy, leveraging best practices and managing organizational transformation through a divisive time in both the reproductive health sector and our nation.

This leader must provide proactive leadership to enhance PPWI’s vision and strategies in ways that both build upon its history and expertise and positions the organization to capitalize on the growing needs of and opportunities within the sector. This includes driving an innovative strategic plan that envisions growth and expanded impact, new initiatives and an even stronger infrastructure.

With the character and confidence to work comfortably in a visible role and navigating a highly charged political environment, this leader needs to work effectively with a broad range of constituents, both within PPWI and externally. The COO will also embody Planned Parenthood’s commitment to equity, inclusion and belonging.

The COO will provide direct leadership, support and direction to Patient Services, Information Technology, Business Initiatives/Operations, Security, Facilities and HIPAA Security for PPWI, consistent with the agency’s overall mission, goals and objectives.

The COO will work with Board members to support PPWI’s organizational health and growth trajectory. The COO will be responsible for preparing, interpreting and effectively communicating operational information and analysis to the leadership team and the Board in order to facilitate sound decision-making.
Key responsibilities of the COO include, but are not limited to:

- Lead statewide agency operations, responsible for developing and implementing strategic & operational plans with measurable goals – anchored in health equity – to advance PPWI’s ability to maintain and expand access to care. Develop and advance agency infrastructures & operational workflows.

- Identify and evaluate opportunities for strategic partnerships to advance the mission, grow services, advance health equity in services areas and provide new and alternate mission-centric revenue generation.

- Develop clear measures and metrics of success. Use data analysis to develop business strategy as well as initiate operational and performance improvements. Ensure clear and concise statistical reports, evaluations and narratives are consistently developed, demonstrating the value and impact of PPWI activities for wide audiences, including other health care providers, potential business partners, the PPWI Board of Directors, agency leaders, decision-makers and others as needed.

- Ensure revenue generating services and transactions are optimized and resourced for enhancement as needed. Lead and guide the development and implementation of the highest level of physical security.

- Lead the agency’s technology infrastructure with the most advanced security mechanisms in place.

- Ensure each of the functional areas in the operations team have the highest quality compliance mechanisms in place to ensure compliance with all PPFA, Federal and State regulations.

- Engage in regular professional development to stay apprised of relevant industry advances.

- Serve as an agency-wide leader, engaging cross-departmental strategies to advance the agency’s strategic goals and objectives. Develop and maintain productive cross-departmental relationships.

- Lead and guide the team members responsible for the direct creation and execution of the operational plans for PPWI and the development and management of operational budgets.

- Serve as a member of the agency’s leadership team. Regularly update leadership and staff on activities and progress toward strategic business goals. Attend PPWI Board and/or Committee meetings as a subject matter expert, working directly with the Board as needed.

- Ensure teams have clear plans and measures for contracting with vendors and/or companies owned and operated by people from historically marginalized communities.

- Participate as a PPWI representative and technical expert on appropriate national, regional and state-level workgroups and advisory boards.
• Ensure that staff complete all trainings according to established protocols, policies and standard practices in the areas of customer service, quality assurance and regulatory compliance programs such as HIPAA (Health Information Portability & Accountability Act), OSHA (Occupational Safety & Health Act) and CLIA (Clinical Laboratory Improvement Administration).

• Establish, manage and enforce the HIPAA Security Rule safeguards and any subsequent rules issued by the Office for Civil Rights (OCR).

• Responsible for ensuring agency’s HIPAA Security program is consistently documented, reviewed, and updated.

• Responsible for regular reporting to agency Risk and Quality Management (RQM) committee and notifying RQM and Senior Management of any major occurrences.

• Integrate IT security and HIPAA compliance with the agency’s business strategies and requirements.
CANDIDATE PROFILE

The Chief Operating Officer of PPWI will have the following professional and personal qualities, skills, and characteristics:

An Action Oriented Leader with Operational Acumen

The COO will cultivate the values and systems necessary to support a complex, patient-centered culture with a proven record of converting strategy into effective execution, offering creative, practical ideas to achieve PPWI’s strategic direction. This leader will set priorities decisively but collaboratively, delegating responsibilities, ensuring accountability and effectively allocating resources to ensure results. This leader will have a strong data and analysis orientation and a proven ability to use metrics to drive decisions and achieve strategic objectives. In particular, the COO will demonstrate proficiency in building and overseeing health care information technology infrastructures, including the highest quality privacy and security systems. In essence, the COO will understand how to run a financially sound organization. This leader brings a proven track record of developing and leading high-performing teams, drawing the best out of each individual to achieve goals, utilizing continuous improvement methods and metrics.

A Strategic Visionary with a Growth Mindset

Working with the President & CEO as well as the broader PPWI leadership team, the COO will help to translate the organizational vision forward into the organization’s next chapter, offer strategic advisement to the team and continuously make improvements based on comprehensive learning and feedback. The COO will be skilled at managing in all directions and will approach others with a deep level of respect and curiosity. This leader will generate creative, resourceful initiatives, conceptualizing and operationalizing innovative solutions to business and environmental challenges and building consensus to support implementation among multiple constituents. The COO will have a vision for PPWI’s role in the reproductive healthcare landscape and will understand the importance of effective operational and financial administration. This leader will also possess an acute level of foresight, being able to react and shift strategic goals as needed. With an ability to conceptualize and analyze problems and solutions in a proactive, constructive and creative manner, the COO’s efforts will result in improved performance across the organization and ensure that there are ongoing critical assessment systems in place to actively confirm that existing services are meeting the needs of PPWI’s patients and partners.

A Relationship Builder and Collaborator

The COO will be an authentic ambassador and community builder. This leader must establish rapport and cultivate relationships across all levels of the organization, including the Planned Parenthood Federation of America. The COO will be comfortable presenting operational information to and developing strong relationships with the Executive Team, Board and staff. This individual will foster trust and collaboration among team members and will possess the ability to manage through change with flexibility and poise. The COO will champion the culture of PPWI, while always having an eye on opportunities to foster best-in-class practices in a productive manner with colleagues. This individual brings a deep appreciation for complex business challenges and an excitement to be part of a team that is focused on identifying creative and strategic solutions. The COO will have a high level of emotional intelligence with a demonstrated ability to quickly build trust and credibility with a wide variety of leaders. To this end, the COO will be a catalyst for change and growth, inspiring others to think entrepreneurially and inject new ideas.
Passion for the Mission

The COO will be energized by the cause of serving the PPWI community and will have a significant investment in the promotion of and accessibility to reproductive health in Wisconsin and beyond. An empathic, confident leader, the COO will embrace the culture of PPWI, which is integral to gaining credibility with the staff and community. This leader will have a collaborative and charismatic spirit and will treat others with respect. The COO will be an individual of unquestioned integrity, ethics, and values – someone who can be trusted without reservation. On the most fundamental level, the COO will look for ways to enrich, empower and care for the staff and communities that make up PPWI.

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Planned Parenthood is an equal opportunity employer and welcomes all qualified applicants, regardless of gender, race, age, sexuality, or disability.

COMPENSATION

Salary is competitive and commensurate with experience. The salary range for this role begins at $142,000, plus a generous and competitive benefits package.
Koya Partners has been exclusively retained for this search. Marissa Delgado, Judene Hylton and Maureen Clancy are leading the engagement. To make recommendations or express interest in this opportunity, please submit your materials here or email PPWICOO@koyapartners.com. All inquiries and discussions will be considered strictly confidential.

Koya Partners is committed to providing reasonable accommodation to individuals living with disabilities. If you are a qualified individual living with a disability and need assistance expressing interest online, please email nonprofitsearchops@divsearch.com. If you are selected for an interview, you will receive additional information regarding how to request an accommodation for the interview process.

About Koya Partners

Koya Partners, a part of Diversified Search Group, is a leading executive search and strategic advising firm dedicated to connecting exceptionally talented people with mission-driven clients. Our founding philosophy—The Right Person in the Right Place Can Change the World—guides our work as we partner with nonprofits & NGOs, institutions of higher education, responsible businesses, and social enterprises in local communities and around the world.

For more information Koya Partners, visit www.koyapartners.com.