Vice President, Organizational Operations

JOB POSTING

Position at a Glance

Compensation	**$175,000–$190,000, full-time, salary/exempt**
Work Location	Candidates must reside in Washington State or northern Oregon, or be willing to relocate to one of these areas as a condition of employment.
In-Person Attendance	Mandatory in-person staff meetings (approximately six annually) and conferences and events (approximately three annually).
Express Your Interest or Request Additional Information	Email Lynette Hatscher at lynette@sharedhrservices.com
Travel	Some Washington-based travel, including in-person staff meetings, two WHCA conferences and a Board retreat. Out-of-state travel to be determined; may include national affiliates' annual conventions.
Benefits	WHCA offers a generous benefits package including medical and dental insurance, EAP, 401k, paid vacation, and sick leave, 10 paid holidays, and more.

The Opportunity

Washington Health Care Association (WHCA) is seeking an experienced and highly capable Vice President of Organizational Operations to join its senior leadership team and help lead the association through its next stage of organizational development.

Reporting directly to the President/CEO, the Vice President will serve as WHCA's senior operational leader, responsible for translating organizational strategy into disciplined execution. This individual will lead key business and operational functions, develop and support senior staff, strengthen cross-functional accountability, oversee major projects and contracts, and continuously improve the systems and processes that support WHCA's work.

This is not primarily an administrative position. We are looking for an exceptional leader of people and organizations—someone who can see the big picture while ensuring that people, projects and priorities move successfully from decision to execution.

The successful candidate will be comfortable leading experienced professionals with strong personalities and deep subject-matter expertise. They will create clarity without micromanaging, delegate effectively, hold people accountable, navigate competing priorities, and build trust across the organization.

The position will work closely with the President/CEO and offers significant opportunity for expanded executive leadership responsibility based on demonstrated performance and organizational needs.

What You'll Lead

The Vice President will provide leadership and operational oversight across major WHCA functions, including finance, business systems and technology, member engagement, education, marketing and communications, administrative operations, contracts and organizational project execution.

- Lead, coach and develop managers and directors while creating a culture of accountability, collaboration and high performance.
- Partner closely with WHCA's regulatory and public policy leaders to ensure operational teams and resources effectively support association-wide priorities.
- Translate strategic priorities into clear ownership, coordinated work plans and measurable results.
- Build a culture of shared organizational accountability in which teams work across functional boundaries to achieve WHCA's goals and serve its members.
- Oversee multiple complex projects and priorities across the organization.
- Provide executive oversight of financial and business operations in partnership with WHCA's finance leadership.
- Strengthen contract and vendor management, including expectations, deliverables, performance and value.
- Lead cross-functional execution and resolve competing priorities, organizational barriers and unnecessary handoffs.
- Drive continuous improvement in systems, workflows, technology and organizational processes.
- Serve as a trusted senior advisor and thought partner to the President/CEO.
- Develop increasing familiarity with WHCA's members, long-term care policy, advocacy strategy and external relationships.
- Represent WHCA with members, Board leaders and external stakeholders and develop an increasingly visible external leadership role.

The Leader We're Looking For

You may be a strong fit for this role if you are an experienced leader of leaders who combines high standards with strong interpersonal judgment. You know how to develop talented people, give capable leaders room to lead, establish clear expectations, and create accountability for results. You are a collaborative enterprise leader who builds strong partnerships across functions and brings people together around shared organizational priorities.

You think beyond individual functions and make decisions based on what is best for the organization as a whole. You are comfortable balancing multiple priorities, navigating complex issues, and moving between strategic thinking and disciplined execution.

You also bring the executive presence, curiosity and interest to grow as an external leader—building relationships with members and stakeholders, speaking publicly, and developing deeper expertise in long-term care, health care policy and advocacy.

Ideal Qualifications We Seek in a Candidate

- Minimum eight years of progressively responsible leadership experience, including substantial experience successfully leading people, managers and cross-functional work.
- Demonstrated success managing experienced professionals and building high-performing, accountable teams.
- Strong business and financial acumen, including experience with budgets, financial reporting, contracts, vendors and resource allocation.
- Demonstrated ability to lead multiple complex initiatives simultaneously and deliver results.

- Experience leading organizational change, process improvement and/or technology-enabled operational improvement.
- Excellent executive communication, interpersonal, facilitation and conflict-management skills.
- Bachelor's degree or equivalent experience required; MBA or relevant graduate degree preferred.
- Association or nonprofit leadership experience preferred.
- Health care experience strongly preferred; long-term care experience highly desirable.
- Ability and willingness to represent WHCA publicly and develop relationships with senior members, Board leaders, policymakers, agency leaders and other external stakeholders.
- Must be located in Washington State or northern Oregon to be considered.

Selection Process

WHCA has partnered with a professional executive recruitment firm to assist with candidate screening and selection. Interested candidates should direct initial inquiries to Lynette Hatscher at lynette@sharedhrservices.com and will be connected with our recruitment partner for next steps.

Any offer of employment is contingent upon successful completion of WHCA's required background check.

About WHCA

For more than 40 years, WHCA has been a trusted voice for long-term care providers across Washington State. Today, we proudly represent nearly 700 assisted living and skilled nursing providers, delivering expert advocacy, education, regulatory support and resources that help our members provide high-quality care to Washington's most vulnerable residents.

At WHCA, we are passionate about strengthening the long-term care community and supporting the providers and professionals who care for Washington's aging and vulnerable populations.