Request for Applications

NEW HERC Operations Manager

Applicant Overview

The Northeast WI Healthcare Emergency Readiness Coalition, Region 3, a Wisconsin Incorporated Non-Profit (NEW HERC) is soliciting applications from qualified contractors to serve as the NEW Operations Manager for the Budget Period 3 that runs through June 30, 2027.

The contracted role supports HERC Region 3 in completing its obligations under the HPP Grant. The NEW HERC Operations Manager position works closely with the NEW HERC Grant Coordinator in all aspects of business related to the HPP Grant. The Operations Manager will have separate duties as described herein.

Total contracted amount may not exceed $3000 a month for this budget period that ends June 2027.

Background

NEW HERC Inc. is one of Wisconsin's seven Healthcare Emergency Readiness Coalitions responsible for coordinating health systems preparedness and response activities at the regional level. HPP requires HERCs to complete annual updates to preparedness plans and assessments, integrate partner feedback, and support the region in meeting federal and state requirements.

Requirements:

Provide coverage within Region 3, on behalf of the NEW HERC in responding to real life incidents. Provide coverage and assistance as requested to support other regions within the State, with approval of the Region 3 President or Vice President. Be the liaison between counties, organizations and the OPEHC during and after an incident that is outside of the Coordinator's scope of work.

Conduct all business operations on behalf of the NEW HERC. Conduct any work requested by the NEW HERC Board, or for the benefit of the NEW HERC that is outside of the Coordinator's scope of work. Be the main point of contact for the NEW HERC by acting as the registered agent, completing the business annual report, ensuring all necessary business policies ae update and filed annually, filing annual taxes, completing annual audits, and complete all other required reports and documents appropriately to remain status as a registered 501(c)(3) and a public charity under IRC § 170 (b)(1)(A)(vii) registered with the Wisconsin Department of Financial Institutions.

Scope of Work:

- Ability to travel within the NEW HERC Region 3 with flexible hours and times.
- Knowledge of the NEW HERC, partner relations, and procedures to assist during an incident.
- Communicate with all NEW HERC partners during and after an incident.

- Provide day-to-day business operations of the NEW HERC outside of the scope of work.

Deliverables & Expectations:

- You may be asked to provide regional communication and situational awareness during any incident 24/7 that may reach beyond what is contained within your contract.
- Documentation during and after incident, including the completion of an improvement plan.
- Act as an information agent between NEW HERC partners and the State EOC/DHS during an incident.
- Act as a representative of NEW HERC Region 3 on assigned teams, meetings, or briefings.
- Provide reports to the NEW HERC Region 3 Board as appropriate.
- Conduct business operations for NEW HERC to ensure smooth business operations.
- Ensure required elements to remain a 501(c)(3) and Charitable Organization are completed and filed correctly and timely with all state entities.
- Provide bookkeeping for all NEW HERC accounts, including: creating and invoicing the state, issuing checks and making payments on behalf of the NEW HERC, balancing accounts for the NEW HERC, working with contracted accountants to audit NEW HERC accounts, and ensuring the completion of appropriate tax paperwork.
    - Invoices will be reviewed and signed off by Executive Board members per policy
    - Payments will be authorized and approved by Executive Board members per policy
    - All financial transactions will be reviewed, authorized, follow policy and be independently audited.
- Create policies and procedures for the NEW HERC, and ensure they are updated and signed by new Board Members.
- Ensure ongoing response work events is completed as needed.
- Answer calls and respond to events on a coordinated every two months rotation of 24/7 basis and ensure coverage availability.
- Create and onboard new Board Members to ensure a smooth transition and ongoing business continuity.
- Explore ways to meet member's requirements for tax exemption through community benefit.
- Develop a financing structure and document the funding sources that support HCC activities.
- Incorporate leadership succession planning into the HCC governance and structure by working closely with the SME and others that are in a position to take over leadership.
- Leverage group buying power to promote consistent equipment across our region to facilitate sharing emergency allocation.
- Determine ways to cost share with other organizations with similar requirements (such as coordinating required risk assessments or exercises with public health agencies and emergency management organizations).

Certifications & Experience:

- **Required:**
    - Background in public health, emergency management, healthcare preparedness, emergency response, or related field.

  - Demonstrated experience developing and leading a non-profit
  - Strong facilitation and partner engagement skills
  - Ability to produce high-quality written documents under deadlines
  - Proficiency in Microsoft Office and collaboration platforms
  - Ability to pass a background check, Driver's License and must not be Federal Acquisition Regulation Restricted (FAR Restricted or barred).
- **Preferred:**
  - Experience with Healthcare Coalitions or HPP programs
  - Familiarity with HVA tools, RISC Toolkit, and HSEEP concepts
- **Experience:** Ten years' experience in a lead, supervisory, or project management role which includes grant compliance experience, organizational performance monitoring, emergency response coordination, and multi-year strategic planning.
- **Certifications:** IS-100, 200, 700 required prior to start.

Application Requirements

Applications must include:

1. Cover letter summarizing interest, experience, and availability.
2. Qualifications/Resume(s) demonstrating expertise.
3. Technical narrative explaining approach to completing the scope of work.
4. References (minimum two).

Evaluation Criteria

- Relevant experience and subject matter expertise - 60%
- Quality and feasibility of proposed narrative approach – 30%
- Writing quality and clarity of proposal – 10%

Submission Instructions

Submit applications electronically to:

HERC Board Chair

Email: president@newherc.com

Deadline: December 11, 2026 or until closed

Funding for this agreement and future renewals is dependent on continued funding, performance, and regional needs.

NEW HERC reserves the right to enter into additional agreements for up to two future grant year budget periods with any candidate selected from this application process, pending future funding availability and satisfactory work performance.