



**JOHN KNOX
VILLAGE**

A LIFE PLAN COMMUNITY

Chief Operating Officer

Leadership Profile

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The Opportunity

John Knox Village of Florida (JKV), headquartered in Pompano Beach, Florida, seeks an operationally competent, person-centered leader to serve as its next Chief Operating Officer (COO). This role represents a unique opportunity to lead a highly regarded and engaged life plan community known for its resident-centered approach, strong culture, and commitment to service excellence.

Approximately 10 years ago, the John Knox Village Board decided to evolve from a traditional CCRC to a Life Plan Community to broaden its demographic appeal by adding amenities, dining options, and a new 147-unit luxury apartment tower. Those changes have been fully implemented with the Westlake Tower reaching stabilized occupancy within four months of opening. Currently, JKV has annual net revenues of over \$86.5 million and more than 665 employees. Fitch has affirmed John Knox Village of Florida's stability with a BBB rating in August of 2026.

Reporting to the CEO, the COO will be responsible for clinical and non-clinical operations across John Knox Village. The COO will assess the effectiveness of the existing organizational structure and recommend improvements to the CEO and Board that promote operational excellence, organizational efficiency, and high-quality care delivery. In addition, the COO will support the organizational initiatives and support efforts to create a seamless and consistent experience for residents across the full continuum. The new leader will be a strong proponent of John Knox Village's culture and lead the continued evolution of the organization's culture to meet changing resident needs and demographics. The COO will be a visible and committed leader embracing the mission, vision, and values of John Knox Village of Florida.

This role requires a visionary leader who is committed to staff development and mentoring, while simultaneously driving operational excellence. Extensive operational leadership experience in senior living, preferably within a Life Plan and/or Continuing Care Retirement Community, is required. Key characteristics for the new leader include an unwavering dedication to resident well-being, a commitment to building and sustaining high-performing teams, and the ability to cultivate innovative partnerships and growth strategies.

Recognized by respected organizations in the industry, JKV recently earned a 2026 Best Senior Living Award from U.S. News & World Report. Additionally, in 2024, John Knox Village of Florida was named by the International Council of Active Aging (ICAA) as one of North America's top 25 "best in wellness" senior living communities and by the Senior Housing News Architecture & Design Awards (SHNA) as the second-place winner of the Independent Living category for its new luxury apartment building, Westlake. Leveraging the Green House Model of Care, John Knox Village of Florida's assisted living, supportive memory care, and skilled nursing programs are consistently top-ranked across the state. In fact, out of the nearly 700 skilled nursing centers in Florida, the John Knox Village of Florida team is one of just a small handful of communities to be awarded the Governor's Gold Seal. John Knox Village of Florida has also been honored with other national and statewide awards, including LeadingAge's Excellence in the Workplace Award.

Organization Overview

John Knox Village of Florida has maintained a culture of friendship and neighborliness while continually expanding and improving its facilities and services to serve its residents better. Today, the main campus in Pompano Beach spans approximately 70 acres. This expansive area offers a variety of residential options, amenities, and services designed to support a vibrant, active lifestyle for its residents. From bright and airy contemporary apartment homes to cool, down-to-earth villas, the possibilities abound. With more than 30 different floor plans, each with unique features, every corner of the community is designed for coastal living and artful entertaining, with incomparable amenities, activities, and lakeside restaurant dining options. In addition to impressive independent living options and amenities, the campus is also known for its wellness and healthcare services. John Knox Village of Florida has 24-hour wellness professionals on staff who can assist in formalized life care plans and in emergency situations. John Knox Village of Florida's programs in assisted living, supportive memory care, and skilled nursing are top-rated statewide, even earning the Governor's Gold Seal. John Knox Village of Florida is also the only continuing care community leveraging the Green House Model of Care.

John Knox Village is also distinguished by its highly engaged and active Resident Senate, which plays an important role in community governance and resident life. The community maintains strong involvement with the Florida Life Care Residents Association (FLICRA), the statewide association representing continuing care retirement communities. Reflecting this commitment, one resident currently serves as FLICRA president and another is a past president, providing John Knox Village with exceptional representation and influence at the state level.

Mission

John Knox Village of Florida is dedicated to providing an environment of whole-person wellness in which the people we serve thrive. John Knox Village of Florida is committed to supporting our employees, partners, and the greater community.

Values

- Trust in Each Other
- Invite Engagement
- Be Mindful
- Be the Change

Purpose

To create opportunities for people to thrive.

Independent Living at John Knox Village of Florida

Cassells Tower

Ranging from 1,013 to 1,594 square feet in size, these stunning apartments feature up to two bedrooms and two full baths, along with large kitchens with bar seating, spacious walk-in closets, and more.

East Lake

Ranging from 1,013 to 1,594 square feet in size, these stunning apartments feature up to two bedrooms and two full baths, along with large kitchens with bar seating, spacious walk-in closets, and more.

Garden Villas

Ranging from 988 to 1,488 square feet, these inviting residences feature up to two bedrooms and two full baths, plus large Florida rooms, spacious kitchens with bar seating, walk-in closets, and beautiful impact windows for abundant natural light.

Heritage Tower

Ranging from 1,033 to 1,542 square feet in size, these spacious apartments feature up to two bedrooms and two full baths, along with open-concept kitchens with bar seating, walk-in closets and showers, and beautiful bay windows to fill your space with natural light.

Village Towers

Ranging from 713 to 1,950 square feet in size, these gorgeous apartments feature up to two bedrooms and two full baths, along with screened balconies, walk-in closets, and impressive impact windows.

Westlake Vue and Terrace

Developed in 2021, Westlake Vue and the Terrace include 150 luxury apartment homes in two towers. The Vue has 15 stories of light-filled rooms and enviable views with one- and two-bedroom floor plans from 1,231 to 2,259 square feet. The Terrace is an 11-story boutique-style tower with a stunning rooftop terrace for all of John Knox Village of Florida residents and guests to enjoy. Floor plans at The Terrace offer two bedrooms up to 1,845 square feet.

Lifestyle at John Knox Village of Florida

John Knox Village of Florida proudly offers award-winning Life Enrichment, Fitness, and Spiritual Life programs and events that keep residents as busy as they choose. In addition to aquatics and fitness classes, John Knox Village of Florida's full calendar of monthly events includes a wealth of lifelong learning opportunities, museum, theater, and dining outings, world-class entertainment in our new 330-seat Cultural Arts Center, and a bounty of Spiritual Life programming that honors all faiths. Residents also enjoy soaking up all that South Florida offers, including gorgeous golf courses, beautiful beaches, and much more. The coastal sands of Pompano Beach are just two miles away, along with the city's thriving shopping, dining, and cultural scenes.

Amenities

- The Pavilion—including a cultural arts center seating 350+, an outdoor courtyard, restaurants Seaglass and The Pearl, and Barton's Nautilus Bar
- State-of-the-art aquatic complex featuring a lap pool, resort pool, Jacuzzi, pickleball courts, bocce ball courts, and poolside dining at The Poolside Sports Pub
- Fitness studio with full-time fitness professionals, including personal trainers and class instructors
- Woodworking shop, stained glass studio, and art studio
- Dog park for pet lovers
- Beauty salons, spa, and barbershop
- Multifunction activity rooms in each residential tower
- Eight resident-attended libraries
- Lifelong learning center
- All-new theater
- Various art studios and craft spaces
- Award-winning culinary team
- Award-winning, resident-attended rose garden

- Extensive walking trails and lakeside views
- Rooftop and panoramic lakeside views and walking paths
- Additional terraces and green space
- Monthly calendar of exciting social events, lifelong learning opportunities, multigenerational programming, resident-run clubs, and outings to local cultural art centers, museums, and more

Convenience and Safety

- Transportation available around campus for scheduled outings and personal needs
- Gated community with security 24/7
- Emergency alert cords, daily check-in systems, and smoke detectors in residences
- Emergency response team, trained and maintained by John Knox Village of Florida—no resident will ever face a hurricane or other potential disaster alone

Dining

Dining at John Knox Village of Florida means having many options. An eclectic selection of locally sourced seafood and farm-fresh produce means residents eat meals cooked to order and healthy for the whole body. John Knox Village of Florida's expert chefs delight in creating memorable dining experiences every day and work to accommodate a variety of dietary sensitivities, including dairy-free and gluten-free options. Whether a resident's favorite meals are guilty pleasures or wellness-focused healthy options, they can enjoy casual fare and elegant classics alike. The multiple dining venues offer a wide variety of culinary options focused on fresh, inventive, and delicious cuisine for breakfast, lunch, and dinner. All restaurants have take-out and home delivery options. Private party options and customized catering for any occasion, along with bar service, are readily available.

Westlake Eatery

At the heart of John Knox Village of Florida's campus, the Westlake Eatery provides residents and guests a delightful resting spot to savor fresh, tasty all-day dining.

BV's French Press Coffee & Wine

BV's French Press & Wine Bar combines the allure of artisanal coffees, pastries, ice cream, and light bites with the relaxed ambiance of wine tasting, catering to both morning and evening crowds. BV's proudly serves ethically sourced, expertly roasted Biscayne Coffee – from John Knox Village of Florida, which donates a portion of its proceeds to help save Miami's Biscayne Bay and the wildlife that lives there.

Seaglass

Located in the Pavilion with indoor/outdoor dining options, Seaglass serves breakfast, lunch, and dinner seven days a week. With a largely Mediterranean-themed menu, the cuisine at Seaglass will change seasonally.

The Pearl

Located in the Pavilion with inside and terrace seating, The Pearl is the most elegant restaurant on the John Knox Village of Florida campus. The look and feel are akin to an upscale steak and seafood restaurant or fancy chop house with generous cuts of meat and fresh seafood. Classic dishes include prime rib, lamb chops, surf and turf, and more.

Barton's Nautilus Bar

Located in between Seaglass and The Pearl at the Pavilion, Barton's Nautilus Bar is a favorite watering hole on campus, open seven days a week, with a full-service bar offering wine, spirits, draft and bottled beer, and daily drink specials.

Glades Grill

Located at the aquatic complex with indoor and poolside dining, Glades Grill offers freshly prepared, healthy fare including fresh fish, salads, burgers, sandwiches, daily specials, and delicious desserts.

Bayer's Poolside Pub

Enjoy poolside happy hours and special events at The Poolside Sports Pub. View your favorite televised sporting events on high-definition TVs throughout the pub or participate in the very competitive karaoke nights!

Healthcare and Wellness

As a certified Life Plan Community, John Knox Village of Florida sees it as the organization's responsibility to ensure that residents feel safe, secure, and well cared for during their stay. At John Knox Village of Florida, a comprehensive care plan starts with the resident. This individualized approach allows John Knox Village of Florida to focus on the pillars of every resident's personal health and wellness: the mind, body, and spirit.

John Knox Village of Florida's assisted living, supportive memory care, and skilled nursing programs are top-rated across the state. From assisted living homes at Gardens West to the first-class skilled nursing offered at Seaside Cove and The Woodlands, John Knox Village of Florida is continually improving protocols and practices to ensure the highest quality of care for those living in the community.

The wellness studio and fitness coaches at John Knox Village of Florida are always on hand to consult regarding fitness plans. Staff will be there for residents as well to assist in recovery should additional rehabilitation and therapy be necessary. The team at John Knox Village of Florida also recognizes that wellness has many facets. For this reason, Life Enrichment programs are designed to touch upon each of the seven dimensions of wellness: spiritual, physical, emotional, occupational, intellectual, environmental, and social. By intentionally engaging in different activities that touch on each of these wellness dimensions, John Knox Village of Florida's wellness programs are targeted to bolster the longevity of physical and emotional well-being. By keeping this mantra at the forefront of the program's goals, the team can work with residents to organize thoughtful, creative, and impactful events throughout each month.

Wellness and Healthcare Services

- Wellness professionals to assist you in forming a customized plan for living your best life now and into the future
- Center for Healthy Living, an on-site healthcare resource for residents and team members
- Health fairs, screenings, and informational interactive presentations
- 24-hour wellness professionals respond in emergency situations to assess needs and next steps
- Registered dietitian and nutritionist on staff
- On-site rehab, assisted living, skilled care, and memory care

Assisted Living at Gardens West

The assisted living program at John Knox Village of Florida provides residents assistance with daily tasks such as medication management, bathing, dressing, and dining. Licensed nurses and Certified Nursing Assistants (CNAs)

are available 24/7 to provide ongoing care. Assisted living apartments at Gardens West offer studio and one-bedroom suite apartments, surrounded by lush green spaces, lakes, and walking paths. Residents of John Knox Village of Florida, including those in the assisted living program, receive priority access to additional care. As part of the Life Plan contract, residents have guaranteed admission to Skilled Nursing and Memory Care.

Rehabilitation and Skilled Nursing

John Knox Village of Florida offers skilled nursing services at two campus locations: Seaside Cove and The Woodlands. The team at John Knox Village of Florida is continuously improving protocols and practices to ensure the utmost quality of care for those living or staying at the campus.

The Woodlands

The Woodlands, the rehabilitation and skilled nursing center, is somewhat of a centerpiece at John Knox Village of Florida. As part of the mission to enhance the lifestyles of those living on campus, John Knox Village of Florida proudly offers its residents a first-of-its-kind opportunity via The Green House Project. Led by the passionate residents of John Knox Village of Florida, The Green House Project was created to redefine life in the community by fostering a true sense of home. At this location, one will enjoy the family-like companionship of Shahbazim caregivers and neighbors in a shared space, while also having access to a full array of exceptional amenities right in your own building and throughout John Knox Village of Florida.

The residences at the Woodlands feature an amenity-enhanced ground level. Every floor has two homes with gorgeous lifestyle spaces and 12 private suites, each with its own ensuite bathroom. Featuring an inviting open floor plan, abundant natural light, and fresh, modern décor, the common areas here include the most popular gathering spaces in the heart of a home. The Woodlands creates a welcoming atmosphere with many areas to gather and congregate. Moreover, residents' private rooms, each with its own bay window and ensuite bath, will provide a private, tropical retreat.

The Woodlands Wellness Center features the latest equipment for rehabilitation following a health event such as cardiac complications, stroke, or surgery. The skilled on-staff professionals specialize in physical, occupational, and speech therapies, and are trained in cardiac rehab, neurologic diseases, orthopedic conditions, impaired vision, balance and falling challenges, and more. John Knox Village of Florida also specializes in pre-hab before surgery and rehab after a surgery or illness, with collaborative, individualized plans created with each guest, in conjunction with their families and medical team members. On-staff fitness and therapy professionals hold degrees in exercise science and are ACSM Certified Clinical Exercise Physiologists. They stay current with best practices in the rehabilitation and fitness fields.

At The Woodlands, guests and residents get priority access to all that John Knox Village of Florida has to offer. Here are some of the most notable amenities to take advantage of:

- The Palm Bistro: open for Grab-and-Go sandwiches, this kitchen has been converted to prepare meals for The Woodlands under the Green House model.
- Rejuvenate Salon & Spa: favorite services and treatments, including massages, facials, hair and nail services, and more, in a relaxing, tranquil atmosphere.
- Wellness Studio: a hub for health and wellness, staffed by certified trainers and rehab therapists. Stop by for a workout, take a dip in the pool, or find a sports club to enjoy in your leisure.
- Meaningful Life Programming: provides opportunities for purposeful play to promote health and wellness as well as reduce or eliminate activity limitations and restrictions of participation in life situations caused by an illness or disabling condition.

Seaside Cove

At John Knox Village of Florida, one of the organization's main goals is to empower residents to live as they please. At Seaside Cove, that mantra remains the driving force behind every service and program provided. Personalized care for residents with higher-acuity needs provides peace of mind for both residents and their families. A dedicated team of nursing professionals and skilled clinical experts delivers individualized support, ensuring each resident receives compassionate, high-quality care tailored to their unique needs.

Trustbridge Hospices

In conjunction with relentless on-campus care, John Knox Village of Florida works hand-in-hand with Trustbridge Hospices to provide residents with ongoing care, no matter the situation. Doing so allows the organization to offer services like hospice care, a 24-hour rotation of caregivers, and even acute care and symptom management, either in the comfort of a patient's home or at the Trustbridge Hospice home located on campus.

Through Trustbridge, John Knox Village of Florida is able to offer a plethora of hospice care services from the comfort of the patient's home. With scheduled visits from a registered nurse as well as certified nursing assistants, staff does everything in their power to assist the patient and their family as they adjust to this new change in lifestyle. 24-hour caregivers on standby help patients' families avoid burnout and burden through an unprecedentedly difficult time in their own lives. The Trustbridge team takes assisted care to the next level, providing everything from bathing services to wheelchair equipment to the delivery of medications and supplies.

Position Summary

Reporting to JKV's Chief Executive Officer, the COO will provide operational leadership across all areas of the community, ensuring exceptional resident experience, high-quality clinical care, and a focus on operational discipline and service excellence. The COO will partner closely with the CEO, board, and leadership team to foster a culture of support, accountability, collaboration, and continuous improvement. The COO will ensure operational alignment with the JKV's mission, strategic priorities, and long-term sustainability.

Responsibilities

The successful Chief Operating Officer candidate will:

- Serve as a trusted partner to the CEO and executive team; identify operational challenges and opportunities and successfully implement change as needed.
- Manage all day-to-day operations for the entire continuum of care and create consistent operational standards across the organization.
- Lead in a manner that reflects the organization's mission, vision, values, and important legacy.
- Establish goals, objectives, and metrics to track success.
- Oversee financial and operational performance metrics, including occupancy rates, budget variances, quality benchmarks, and engagement levels among residents and team members.
- Deliver timely and comprehensive operational performance reports to the CEO, leadership team, and board.
- Collaborate with the CFO to monitor and analyze key financial metrics.
- Encourage a collaborative, team-based culture rooted in ownership and accountability. Coach and empower the operations team to deliver excellence while consistently embracing continuous learning and skill development. Model and champion a positive, results-oriented work environment that inspires high performance.
- Drive continuous quality improvement across all operational areas; leverage data and performance metrics to deliver best-in-class service and outcomes.
- Bolster a resident-centered culture that delivers consistent service excellence and consistently meets the diverse needs and preferences of the JKV's residents.
- Prioritize transparent and consistent communication across the organization with residents, staff, and other members of the leadership team.
- Represent John Knox Village in key industry associations and community events; serve as a trusted voice for JKV in the broader community and region.
- Act as the CEO's designee during all absences.
- Build productive relationships with key regulatory authorities, government officials, industry, and advocacy partners.

Goals and Objectives

The following goals and objectives have been identified as priorities for this position:

Leadership, Purpose, Culture, and Governance

- Establish personal and professional credibility, build strong relationships, and gain the trust and respect of John Knox Village residents, CEO, board, executive team, team members, industry peers, and external partners.
- Adhere to John Knox Village's mission, vision, values, and culture. Advance John Knox Village's ongoing commitment to residents and families. Uphold John Knox Village's culture of supporting and empowering older adults.
- Function as a coach and mentor to staff, enhancing their skills and driving performance through shared goals and continuous improvement. Lead with high ethics and integrity.
- Cultivate an environment that supports John Knox Village's commitment to celebrating a diverse range of perspectives and backgrounds.

Strategic Vision and Implementation

- Partner with the CEO, board, and executive team to refine and implement John Knox Village's strategic framework, which includes superb resident experience, community sustainability, and delivery of best-in-class care, organizational growth, and optimal financial performance.
- Assist JKV's CEO with conceiving and implementing future growth plans, including plans for expansion and new programs and services.
- With the CEO and CFO, manage the annual operating budget and annual operating plans.
- Support the CEO in efforts to develop new strategic partnerships, affiliations, and organizational growth.
- Foster efforts to build employee programs that will support recruitment, retention, and professional development.

Performance, Service, and Quality Excellence

- Evaluate the current organizational structure, reporting relationships, and span of control, and recommend enhancements to the CEO and board that will optimize efficiency, clarify accountability, and support exceptional resident care and service delivery.
- Implement strategies that improve consistency across the system and ensure operational and financial performance. Prioritize regulatory compliance, resident and employee safety, and high resident and team member engagement, and steer efforts that encourage staff accountability at all levels.
- Create processes, operational practices, and controls that ensure optimal team performance in response to evolving market demands. Develop tools that measure occupancy, quality, service performance, and financial outcomes.

- Ensure full compliance with all applicable regulatory standards, assess quality initiatives, and set strategic goals that position John Knox Village to achieve top-tier performance and industry-leading quality ratings consistently.

Industry Leadership, Community Involvement, Philanthropy, and Advocacy

- Be a visible and collaborative spokesperson of John Knox Village at the local, regional, and national levels.
- Participate in philanthropic efforts for John Knox Village as required. Work collaboratively with the CEO and the Director of JKV Foundation to assist in the achievement of the organization's philanthropic goals.
- Remain visible in LeadingAge and other organizations that advocate for older adults at the local, state, and national levels.

Candidate Qualifications

Education/Certification

- Bachelor's degree is required; a relevant graduate degree (e.g., in Health Care Administration, Business Administration, or Public Administration) is strongly preferred.

Knowledge and Work Experience

- Minimum 10 years of progressive management/leadership experience gained in a senior living or aging services organization.
- Proven experience in a long-term care or senior living environment with a strong understanding of both operational and clinical aspects, including skilled nursing, assisted living, and memory care.

Leadership Skills and Competencies

- A strong understanding of financial statements, budget development, and management. Must have a proven track record of identifying opportunities for business growth and improving financial performance.
- Ability to develop and execute complex operational strategies and translate them into actionable plans.
- A proven aptitude to build, motivate, and develop high-performing teams. A focus on fostering a culture of accountability and professional growth.
- Knowledge of clinical quality and operational performance processes. Strong track record of clinical partnership to achieve optimal clinical outcomes and superb quality.
- Strong public speaking and presentation skills, with the ability to confidently convey complex information to diverse audiences.
- A genuine passion for serving seniors and an unwavering commitment to the mission and values of John Knox Village.
- Strong work ethic, including demonstrated self-initiative and self-confidence. Demonstrates resourcefulness and exhibits intellectual curiosity.
- Ability to drive alignment and accountability to establish a culture of performance and service excellence.
- Capacity to lead with conviction and make the right decision for the organization while upholding ethics, values, and adhering to regulations and legislation.
- Desire to cultivate a diverse environment of openness, honesty, respect, fairness, and inclusiveness where others are encouraged to share feedback and ideas and are motivated to do their best.

The Community

Pompano Beach, Florida

Pompano Beach, located in the heart of Florida's Gold Coast, is a charming coastal city known for its beautiful beaches and vibrant community. Thirty-six miles north of Miami, Pompano Beach is the principal city of the Miami metro area and one of the largest cities in Broward County and all of South Florida.

Known best for its warm waters and clear beaches, Pompano Beach boasts some of the warmest and clearest waters in Florida, making it perfect for swimming, snorkeling, and scuba diving. Pompano Beach hosts numerous events throughout the year, including music festivals, art shows, and cultural celebrations. The city also maintains more than [50 local parks](#) for outdoor recreation and sports activities, and local attractions and [shopping](#) provide plenty of entertainment options with annual special [events](#) that include the Pompano Beach Seafood Festival. The Pompano Beach Fishing Village area offers a variety of dining options and is a great spot to enjoy the local cuisine after a day at the beach. Outside of the Beach Fishing Village, the city offers a diverse dining scene built to suit different tastes and preferences.

There are about 17 post-secondary schools within 10 miles of downtown Pompano Beach. Pompano Beach is also the registered office of Augustine Graduate School, a postsecondary school named after the North African theologian, philosopher, educator, and scholar Augustine. The graduate school offers graduate programs in psychology, philosophy, theology, education, and business, as well as graduate certificates in various areas. [Broward County Public Schools](#) operates public K–12 schools.

In recent years, an effort to rejuvenate areas near the city's beach has gained momentum and has stimulated a multibillion-dollar building boom. Community redevelopment agencies were established for the East Atlantic/Beach corridor, as well as for the old downtown and Hammondville/Martin Luther King Jr. corridor.

For more information, please visit:

[Home | City of Pompano Beach](#)

[Pompano Beach, Florida - Attractions & Things to Do](#)

Procedure for Candidacy

Please direct all nominations and applications to Lisa DeSimone Arthur and Courtney MacKinnon via email to: courtneym@wittkieber.com or through the WittKieffer Candidate Portal by [clicking here](#). Candidates can also find this portal via the WittKieffer website at www.wittkieber.com and selecting the "Become a Candidate" button.

John Knox Village of Florida values diversity and is committed to equal opportunity for all persons regardless of age, color, disability, ethnicity, marital status, national origin, race, religion, sex, sexual orientation, veteran status, or any other status protected by law.

The material presented in this leadership profile should be relied on for informational purposes only. This material has been copied, compiled, or quoted in part from John Knox Village of Florida documents and personal interviews and is believed to be reliable. While every effort has been made to ensure the accuracy of this information, the original source documents and factual situations govern.

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