

Executive Director – Position Description

(This is a generic job description; we will forward you the specific one for the property you request)

Responsible for the operation and management of the community in accordance with the policies and procedures of the Owners/Board of Directors, Management Company, and federal/state/local laws and regulations. Additionally, insures the community operates in a sound financial position, and at all times a strong emphasis is placed on quality standards.

PRIMARY RESPONSIBILITIES

The following duties are normal for this position. This list is not to be construed as exclusive or all inclusive. Other duties may be required and assigned.

- Assists the Owners/Board of Directors with strategic planning and the implementation of business initiatives.
 - Communicates relevant information and effective reports to Owners/Board of Directors.
 - Assist in development of initial draft of operating and Capital Expenditure Budget for the Community.
 - Prepares initial variance analysis of Monthly Financial Statements utilizing Company format.
 - Initiate, promote and provide ongoing commitment to excellence in resident services.
 - Promote a positive and efficient work atmosphere by establishing an organization that has a formal system of accountability and clear chain of command.
 - Oversee development and implementation of written policies and procedures that reflect goals and objectives of the community.
 - Responsible for organizational, financial and resident satisfaction.
 - Initiate, promote and provide organization and financial satisfaction and quality objectives.
Ensures that service lines and programs are responsive to resident needs, and quality care is delivered in accordance with the Company and the Owners/Board of Directors.
 - Establish and maintain a collaborative relationship with Residents, to include the Resident Council and committees.
 - Maintain and safeguard the property of the Community/Residents in accordance with accepted policies.
- Exercise sound fiduciary responsibility while adhering to the established policies and procedures of the Owners/Board of Directors.
 - Cooperate to the fullest extent possible with all municipal, county, state and federal agencies, departments, bureaus and commissions which maintain or exercise any regulatory authority over the community to include Fire Safety and Disaster Preparedness policies and procedures.
 - Cooperate with all professional organizations which have an interest in the medical, nursing, social service, educational and recreational aspects of the community.
 - Represent the Community and its Owners/Board of Directors to the external community, including membership and active participation in professional organizations.
 - Represent community and the Company at meetings of the Owners/Board of Directors and its committees as required, regarding the overall operation of the community.
 - Participate in planning and implementing the marketing and sales strategies as established by marketing and management for all components of the community. Directly supervises the

- established in the annual operating budget.
- Participate in the development of the “Annual Operations Plan” business plan by department which supports the general long-range plan for the community; responsible for implementation and completion of the plan and assists Regional Director in presenting to the Owners/Board of Directors periodic and annual progress updates to the plan.
- Act professionally and honestly at all times in the representation of the Community.
- Pursue a personal program of continuing education in all relevant aspects of the senior living industry as determined appropriate by management.
- Other duties as assigned by Supervisor.

SUPERVISORY RESPONSIBILITIES

- Responsible for oversight of Community Department Heads, maintaining full responsibility for efficient operations and compliance with the financial goals established in the approved Operating Budget.
- Responsible for delegating authority, responsibility and accountability to the responsible department heads.
- Lead the management team in support of the mission and values of the organization in accordance with the Company and the Owners/Board of Directors.
- Demonstrate an attitude of teamwork when interacting with Community Team Members; take ownership of job responsibilities through prompt and appropriate follow-up to issues as they arise (ensuring appropriate resolution); anticipate needs of residents and/or Community Team Members in a proactive fashion.
- Oversee and/or manage efforts related to recruitment, hiring, employee relations and separations of Community Team Members in accordance with administrative policy.
- Promote development of team management skills, capabilities and sharing of best practices through participation in the Company programs; encourage participation of Community Department Heads in Task Force opportunities

QUALIFICATIONS

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skills, and abilities required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

EDUCATION AND EXPERIENCE REQUIRED

- Bachelor’s degree in Hospitality, Health Care, Business Administration or a health related field; Master’s degree a plus.
- Minimum of five years managerial experience preferably in the senior living, health care, or hospitality industries.
- Nursing Home Administrator license preferred (sometimes required depending on location)

KNOWLEDGE, SKILLS, AND ABILITIES REQUIRED

- Language Ability:
 - Excellent oral and written communication and presentation skills, to include group presentations.

- Mathematical Skills:
 - Ability to perform mathematical functions using a calculator or Excel Spreadsheet.
- Cognitive Demands:
 - Must be self-starter, able to work with little supervision, attentive to detail and possess excellent organizational and proofreading skills.
 - Positive attitude and approach to change and improvements.
 - Ability to demonstrate a warm, outgoing and compassionate personality.
- Competencies:
 - Detail oriented and excellent organizational and follow-through skills.
 - Excellent interpersonal, leadership and communication skills to effectively manage the resolution of employee relations issues and/or resident issues.
 - Must enjoy working and interacting with older adults.
 - Ability to handle confidential information.

WORK ENVIRONMENT

Normal office environment. Occasional lifting of materials. Frequent telephone work. Ability to sit and work at a computer for long periods of time. Ability to work overtime and travel as needed. Must have a valid driver's license. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions of this role.