

## POSITION DESCRIPTION

**POSITION:** Assisted Living Director, LVN

**STATUS:** Exempt

**REPORTS TO:** Health Care Administrator

### **PURPOSE OF POSITION**

The purpose of this position is to direct the daily operations and census development of the Assisted Living facility. This involves coordination of admissions and discharges, as well as communication with the interdisciplinary team and Health Care Administrator to ensure resident care and services meet the established criteria of the program statement. This position manages the assisted living staff. This position is further responsible for the activity programming for the facility as well as the dementia care programming. This position will also input all data into the Vision electronic record for the admission, transfer and discharge process.

### **NATURE AND SCOPE**

This position reports to the Health Care Administrator, and is managerial and clinical in nature. This position respectfully interacts with all residents, family members, visitors and co-workers, and maintains a positive customer service relationship practicing honesty and integrity in all aspects of job performance. In performance of duties, the Assisted Living Director is entrusted with the following responsibilities:

1. Coordinates daily services within the assisted living facility, including nursing, dining, housekeeping, activities and maintenance functions.
2. Supervises the assisted living staff including but not limited to caregivers (certified and non-certified), medication technicians, licensed nurses and activities staff. Responsible to interview, hire, orient, train, schedule, monitor, evaluate, discipline and terminate AL staff in consultation with the healthcare administrator and human resources director.
3. Participates in evaluation and discipline of employees who work in assisted living, but report to other managers on campus (for example, facilities management staff). Department heads within the village retain full responsibility for hiring, training, scheduling, directing and terminating such employees.
4. Coordinates new resident move-ins and orientation.
5. Supports the admission process through tours and follow up calls to inquiries.
6. Completes the LifeConnect Mini-Profile to establish service level pricing. Communicates options for residents accurately.
7. Plans, directs and facilitates marketing events for the Assisted Living facility.
8. Conducts outside sales calls to generate inquiries.
9. Monitors budget compliance and financial outcomes including, but not limited to, labor expense, operational expenses and accounts receivable resolution.
10. Responsible for payroll oversight and related approvals.

11. Provides residents the opportunity to attend religious services of their preference.
12. Arranges for various religious groups and representatives to come into the facility to lead worship for the residents, or coordinates for residents to leave the facility to attend worship with family, friends or religious personnel.
13. Assists in the selection of volunteers for the AL facility and training them on how to interact with the residents appropriately. Supervises the volunteers once they begin working with the residents.
14. Assures the facility/model rooms are tour ready
15. Arranges tray service for residents who are temporarily ill.
16. Communicates with the physician, family, and health care center regarding the changing condition of any resident.
17. Prepares resident for transfers into the health care center.
18. Responds to emergency needs of residents by coordinating physician, ambulance/paramedic services.
19. Assure the safety and security of patients through the proper use of equipment, safety devices, and by knowing and following fire, safety and disaster procedures.
20. Maintains adequate supplies and equipment for health-related services.
21. Participates in ongoing inservice education, including training all campus staff on dementia care.
22. Serves as member of various Management Committees as assigned/ requested.
23. Risk management and safety compliance including occurrence reporting, investigation and root cause analysis.
24. Handles special projects as assigned by Health Care Administrator.
25. Performs other related duties, as assigned.

### **CUSTOMER SERVICE and PERFORMANCE EXPECTATIONS**

In this facility each resident, family member, visitor and co-worker is considered your customer and is vital to the success of our organization.

- Reports to work on time and as scheduled. Ensures assisted living facility programming complies with all state and federal regulations.
- Oversees accuracy and thoroughness of all activity documentation within the assisted living facility and in Vision.
- Keeps current on all changes in the industry, particularly regulatory changes as they relate to Assisted Living and Dementia Care.
- Maintains complete confidentiality.

- Ensures the assisted living facility is tour ready at all times. Exemplifies campus dress code and has a presentable, professional and well-organized office conducive to meeting comfortably with family and visitors at any time.
- Knows all residents in the Assisted Living facility by name. Establishes personal contact with new admissions or transfers and resident families from other levels of care by visiting them in their rooms within 24-48 hours of move in or as specified by state or federal regulations.
- Knowledgeable in dementia care and current standards of practice.
- Listens to resident and family concerns and facilitates solutions in consultation with the Health Care Administrator.
- Responds to voice mail and e-mail messages within 24 hours of receipt or by date requested by sender. Responds to all memos and written requests within time frame specified. Checks and processes inter-campus mail daily and responds to all memos and written requests within time frame specified.

### **QUALIFICATIONS**

This position requires a person with at least two years' experience working in a nursing environment with senior adults. Current licensure as an LVN or RN in the State of California is required. Knowledge and experience in assisted living or long term care is required. RCFE (Residential Care Facilities for the Elderly) licensure preferred.

This position requires a college degree with education in the area of gerontology, dementia care, recreation therapy or the equivalent professional experience. Marketing experience is desirable.

The position further requires skill in assessing problems, planning and evaluating solutions in relationship to management of staff and resident needs. It requires understanding, patience and tact in dealing with people. The AL Director must be well organized and have the ability to work with limited direction, take initiative, and have the ability to plan and carry out responsibilities, organizing own schedule and duties in order to complete responsibilities. The ability to maintain confidentiality and good judgment are necessary. The position demands attention to detail, accuracy and organizational skills. This position requires the ability to work under pressure, ability to work independently and arrange work schedule of self and others to meet objectives and deadlines.

Must also have good judgment in determining needs of residents and in maintaining resident care delivery in conformance with recognized standards; and is expected to understand and follow all regulatory and corporate policies related to confidentiality of the resident's medical and personal information. Must be able to work within standard policies and procedures. The individual must be dependable, have excellent inter-personal relationship skills, able to establish positive, trusting relationships, flexibility, and the abilities to deal well with others and handle a variety of tasks and responsibilities in a professional, prompt manner are essential.

The person must be tactful and possess excellent communication skills (written and verbal, English), and be able to communicate effectively with administration, staff, residents and others with whom this position has contact. The individual must be courteous and relate well to others, have genuine compassion for senior adults and the disabled, project a friendly character, understand customer service and team building concepts. This position further requires good human relation skills and the ability to monitor and direct the activities of others; the ability to enlist cooperation of unit personnel and staff in other departments; the ability to maintain good professional relationships with physicians and to relate well to residents and families.

The position requires technology literacy and the ability to learn new systems (Vision, CareWatch®, RiskWatch®, LifeConnect®, Omniview, CovBuy, AccuNurse, timekeeping and management reports).

This position may require availability when necessary to work beyond normal working hours; as well as availability on weekends and holidays.

**COMPUTER ACCESS**

Software systems to which this position needs access include GroupWise, UltiPro Manager Role, Kronos, MS Office Suite (Word, Excel, PowerPoint, Publisher) CareWatch®, RiskWatch®, LifeConnect®, Omniview, CovBuy, AccuNurse, and Vision.