Executive Director

Job Description

Reports to: VP of Operations, Owner/CEO

JOB SUMMARY: The Executive Director is responsible for every phase of the daily operation of a facility including the implementation of policies; cooperation and compliance with federal, state, and local agencies; fiscal management; staffing and scheduling; facility upkeep and maintenance; community relations; monitoring to assure resident health and functional care needs are met, supervision of nursing, care giving, environmental services, activities, marketing and food service and resident, employee and guest relations.

PRIMARY RESPONSIBILITIES:

General Management

1. Adhere to and implement operational and administrative policies and procedures.
2. Assist in the development of the fiscal budget.
3. Monitor monthly department expenses and complete financial variance reports.
4. Manage community petty cash and resident petty cash accounts.
5. Assure resident monthly invoices are accurate, rents and fees are collected, accounts payable is accurately processed, and payroll is submitted correctly.
6. Prepare daily, weekly and monthly reports as directed, i.e. KRA, Grievance Log, Worker’s Compensation Reports, etc.
7. Assume on-call responsibilities on a rotational basis and assign on-call responsibilities to other qualified management.
8. Responsible for implementing periodic quality assurance measures.

Resident Care

1. Oversee the safety and well being of the residents in accordance with the company’s philosophy and standards of care.
2. Establish and maintain an open-door policy and a high level of ongoing communication with residents and families and responding to concerns/grievances in a timely manner.
3. Actively participate in resident/family care conference to ensure a high degree of customer satisfaction.
4. Periodically perform evaluations of resident health and functional care needs prior to move in and at periodic intervals of stay.
5. Conduct periodic audits of resident service plans, ADL logs, level of care fees, medication administration program, narcotics log, and caregiver delegation/assignments to assure accuracy and completeness.
6. Participate, as invited, in resident council or town hall meetings.
8. Serve as a liaison between facility, residents and community resources (home care, hospice, MD offices, transportation services, Medicaid case manager, etc.)

Personnel

1. Direct the hiring, training, evaluation, corrective action and scheduling of all facility personnel to ensure adequate, well-trained staff are available to meet the needs of the residents.
2. Assure all company hiring procedures are followed and that complete and current employee personnel paperwork is on file.
3. Coordinate all worker’s compensation claims by serving as a liaison between the injured worker, worker’s compensation claims manager, physician or other health professional.
4. Ensure all staff is provided opportunities for on-going training and education.
5. Provide an “open door” to employees, addressing all grievances/concerns in a timely manner and promoting a harassment free work environment.
6. Lead by example, encourage teamwork, promote the company’s mission and values, and provide ongoing coaching to employees.
7. Motivate employees through recognition programs, training, and teambuilding.

**Marketing and Public Relations**
1. Develop and implement an effective marketing plan to include:
   - Visiting with referral sources
   - Involvement and attendance at community events and organizations (Chamber)
   - Hosting events at the residence for qualified prospects and referral sources
2. Seek and build positive relationships with the surrounding community, particularly referral resources.
3. Educate employees as to their role in marketing and presenting the community (telephone and tour etiquette).
4. Attend seminars, read books and publications, and participate in any company training for marketing and sales.
5. Make final decision on resident move-ins and move-outs based on the well-being of the resident and in accordance with company policies and procedures.
6. Prepare articles for the quarterly community newsletter.

**Physical Plant**
1. Oversee and ensure periodic maintenance tasks are performed.
2. Assist with selection and supervision of outside/contracted vendors providing services to the community.
3. Review and respond to quarterly safety inspection reports and monthly safety meeting minutes, generated by safety committee.
4. Oversee and ensure monthly fire drills are conducted, emergency procedures/plans notebook is current and that staff are trained and knowledgeable of procedures.
5. Coordinate apartment renovation/cleaning prior to new admission move in.

**QUALIFICATIONS/SPECIFICATIONS:**
1. Genuine concern for and ability to work with the elderly.
2. Knowledge of the requirements for providing care and supervision to the elderly.
3. Ability to train, supervise, lead, and motivate people.
4. Ability to delegate responsibility while maintaining oversight of daily activities and major projects.
5. Intermediate computer skills with knowledge of: Microsoft Office software (Word, Outlook and Excel).
6. Ability to manage and prioritize a large, complex workload.
7. Possess sufficient communication and language (orally and written) skills to perform job duties and communicate with residents, other staff, family members, etc., as needed.
8. Ability to make sound decisions when faced with ambiguous situations and to function effectively despite conflicting information.
9. Ability to perform basic accounting and bookkeeping transactions.
10. Must be able to utilize standard precaution knowledge and infection control measures where required.
11. Ability to work with superiors and within the parameters of corporate policies and procedures.
12. Knowledge of political and governmental structures and systems as they relate to the retirement and residential care industry.
13. Knowledge of and ability to conform to the applicable law, rules and regulations.
EDUCATION:
Must meet state regulations for licensure or certification and maintain ongoing education requirements as outlined by state/federal guidelines.

EXPERIENCE:
At least three verifiable years in a managerial position providing human services and supervisory/administrative capabilities that include fiscal management, marketing, and public relations. At least two of these years must have been spent providing residential care to the elderly or equivalent experience as approved by the licensing agency.

PHYSICAL JOB REQUIREMENTS:
In a typical eight hour day, employee will:

- Stand/walk frequently, punctuated by opportunities to sit.
- Sit frequently, up to 1-2 hours at a time, punctuated by varying intervals to stand.

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<tr>
<th>Lift</th>
<th>Carry</th>
<th>Push/pull</th>
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<tr>
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<tr>
<td>≥50#</td>
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<td>≥150# (resident wheelchair)</td>
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- Occasionally kneel, bend, and reach while filing paperwork for items ≤10#.
- Secure proper assistance for transferring and lifting of residents as needed (training required for this task)
- Vision- must be able to read clearly with or without corrective lenses.
- Hearing- Must be able to hear telephone, audible alarms, bells, and signals related to resident safety, with or without hearing devices.
- Speech/language- must have strong command of the English language sufficient to read and write and interpret medical, contract and administrative information.
- Bloodborne exposure category: Low.

VACATING POSITION:
This position requires a 30 day written resignation notice from the employee.

Ageia Health Services is an equal opportunity employer. This means we do not discriminate in employment decisions on the basis of race, color, national origin, citizenship status, creed, religion, sex, age, marital status, disability, political ideology, veteran status, or any category protected by federal, state or local laws. This policy applies to all terms and conditions of employment, including but not limited to hiring, placement, promotion, termination, reduction in force, recall, transfer, leaves of absence, compensation and training. We fully comply with our legal duty to provide reasonable accommodations to allow people with disabilities to apply for and perform their jobs. If you have a disability that would affect your ability to perform the essential functions of this job you must let us know prior to accepting the position and as soon as possible should a change occur.

This job description may be changed to include new responsibilities and tasks or change existing ones as Ageia Health Services Management deems necessary.

EMPLOYEE ACKNOWLEDGEMENT:
I have read and I understand the job description in full for the position I am applying. I understand that my employment is at will and thereby understand that the company or I can terminate employment, with or without cause or advance notice.

I am able to fulfill the duties, responsibilities, and requirements of this position as outlined above.

__________________________________________________________
Applicant’s/Employee’s Signature

__________________________________________________________
Date

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