

JOB DESCRIPTION

Community Assignment Name	Director of Health Services
HCM Job Title	Director of Health Services
Group	Resident Health & Wellness Services
Department	IL/AL/Memory Care
Team	Director
Position Reports To	Executive Director
FLSA Status	Salaried / Exempt

POSITION SUMMARY:

Responsible for responding to needs of residents; functions in the role of Director of all nursing responsibilities for the Community. Responsible for providing emergency intervention to residents to facilitate the residents’ well-being and providing nursing intervention to facilitate the individual residents independence. Plans, organizes, develops, directs and evaluates the nursing service operation ensuring the highest degree of quality patient care. Ensures adherence to all applicable federal, state and local standards, and promotes regulatory compliance.

ESSENTIAL JOB FUNCTIONS:

1. Supervise all healthcare personnel to include hiring, training, evaluating and counseling within established policies and procedures.
2. Supervise the Nurse Manager, LPN-LVN-Care Partner, Quality of Life Specialist, Medication Assistant/CMA, and Health Services Associate.
3. Supervise, as needed, the schedule of nursing services/personnel.
4. Nurse Educator - coordinate training, implementation and maintenance of Heartfelt Connections™ Memory Care program as well as overseeing the ongoing education of nursing staff. Must maintain a strong foundation of this program.
5. Is participatory in the integration of and ongoing training of the Heartfelt Connections™ Memory Care program at the community level in tandem with the Director of Memory Care.
6. Provide intervention to respond to emergencies and concerns.
7. Maintain medical charting and required documentation under scope state regulatory guidelines for appropriate licensing and corporate policies.

8. Serve as the department representative and coordinator of the Quality Assurance program for nursing services.
9. Assess residents for change in level of care and coordinate billing for that level of care.
10. Work closely with residents and families to develop & implement appropriate Plan of Care.
11. Participate in daily stand up meetings when in community.
12. Follow and assists with maintaining OSHA compliance.
13. Assist licensed staff with maintaining contact with Physicians to facilitate and maintain coordination of resident care.
14. Audit resident records for adherence to community policy and procedures and maintenance of all regulatory components.
15. Maintain oversight of the community Red Flag system.
16. Contact family emergency contacts as required.
17. Review and complete Incident Reports for residents and staff to include tracking and trending of incidents, follow up and investigation of incidents and reporting to State agencies as required.
18. Demonstrates a strong support and collaboration with Director of Memory Care.
19. Supports creating a culture where the business decisions made in this position, along with individual employee engagement, drive top-line revenue and occupancy.

GENERAL JOB FUNCTIONS:

1. The Community embraces a culture of hospitality. To that end, all employees are expected as a condition of employment to practice the LCS Hospitality Promises™ in all interactions with residents, fellow employees, and guests:
 - We greet you warmly, by name and with a smile.
 - We treat everyone with courteous respect.
 - We anticipate your needs and act accordingly.
 - We listen and respond enthusiastically in a timely manner.
 - We hold ourselves and one another accountable.
 - We make you feel important.
 - We embrace and value our differences.
 - We ask, “Is there anything else I can do for you?”
 - We maintain high levels of professionalism, both in conduct and appearance, at all times.
 - We pay attention to details.
2. Act as Manager on Duty as directed by the Executive Director.

3. Assist the Executive Director and/or Business Office Manager in the management of open Workers Compensation claims, as directed.
4. Observe and abide by all regulations to ensure that personal health information is protected during its collection, use, disclosure, storage, and destruction within the community; and to ensure only the minimum necessary information is known to function in this position.
5. Assure resident safety.
6. Follow written and oral directions.
7. Maintain confidentiality of resident and community information.
8. Assist new employees in following established community policies and procedures.
9. Complete assignments timely, completely and accurately.
10. Attend all in-services as assigned or requested.
11. Participate in interdisciplinary team and other community meetings as assigned or requested.
12. Consistently work cooperatively with residents, co-workers, physicians, families, consultant personnel and other ancillary service providers.
13. Observe all community safety policies and procedures.
14. Is observant of safety hazards and emergency situations, and reports to appropriate person or takes corrective action according to established procedures.
15. Come to work in a clean, neat uniform and consistently present an appropriate professional appearance.
16. Come to work as scheduled and consistently demonstrate dependability and punctuality, complies with attendance policy.
17. Assume accountability for data contained in the employee handbook.
18. Assumes accountability for compliance with Federal, State, and other regulations within scope of control and of which informed.
19. Observe infection control procedures.
20. Follow Residents' Rights policies at all times.
21. Observe all community policies and procedures.
22. Accept assigned duties, instructions or correction in a cooperative manner, voicing concerns or disagreement in a professional manner through established chain of authority according to state procedures.
23. Perform incidental housekeeping and maintenance tasks as may arise during the course of regular duties, in order to maintain a clean, safe, pleasant environment for residents, visitors and staff.
24. Perform all other related duties as assigned in an effective, timely and professional manner.

EXPERIENCE & EDUCATION:

- Minimum two (2) years experience in Nursing. Experience in assisted living, memory care preferred.

LICENSE/CERTIFICATION OR OTHER SPECIAL REQUIREMENTS:

- Licensed as a Registered or Licensed Nurse in state of employment. This requirement is superseded by any state-specific regulation for DOHS credentialing in Assisted Living and Memory Care settings Doctor’s statement verifying free from communicable disease, if applicable to your state
- Willingness to be available for any/all emergencies regarding the community

QUALIFICATIONS:

- The ability to speak, read and comprehend the English language
- Knowledge in all areas of local Health Department, OSHA, and other state regulatory agencies relevant to healthcare services
- Good communication skills (oral and written)
- Good inter-department communication and teamwork skills
- Capable of administering employee incentive, retention and training programs
- Familiarity with Microsoft Office Suite products

DELEGATION OF AUTHORITY: Health Services staff

PHYSICAL REQUIREMENTS:

Tools, equipment, machines used on the job:

- Personal computer
- General office equipment: printer, scanner, fax machine, copier, telephone, calculator

Physical activities of the position:

- Lifts up to 100 lbs. with assistance occasionally
- Carries up to 50 lbs. with assistant occasionally
- Pushes and pulls up to 100 lbs. with assistance occasionally
- Climbs, reaches, bends and twists occasionally
- Reaches, bends and twists occasionally
- Sits, stands and walks frequently
- Handles food occasionally
- Sits, stands and walks frequently

Physical requirements of the job:

- Light work – exerts up to 20 lbs. of force occasionally, and/or negligible force frequently and/or up to 10 pounds of force constantly to move objects.
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SENSORY/COGNITIVE REQUIREMENTS:

This list is not to be inclusive, rather exemplary of times of sensory/cognitive activities involved in performance of job functions.

Recognition/vision and mental processing

- Routinely process printed information such as menus, resident orders, resident name labels, instructions, labels on food items and storage shelves/areas, posted notices, labels on chemicals.

Hearing

- Routinely recognizes auditory timer signals, soft voices of elderly, verbal communication within the workplace.

Smell

- Routinely observe odors relevant to food preparation and storage, cleanliness and sanitation.

Verbal communication

- Routinely interact with a work environment highly dependent upon audible and intelligible verbal communication in order to assure understanding.

PROFESSIONAL BEHAVIOR REQUIREMENTS:

This list is not to be inclusive, rather exemplary of times of emotional and behavioral activities involved in performance of job functions.

- Routinely interact with individuals (residents, family members, staff, etc.) who may be discourteous, tactless, demanding, verbally and/or physically threatening or abusive, angry or hostile, emotionally vulnerable or mentally ill, vulgar, mean-natured.
- Routinely called upon to control own emotions and behaviors so as to protect residents' rights and to respond professionally with respect and dignity.

ENVIRONMENTAL/OCCUPATIONAL EXPOSURES:

This list is not to be inclusive, rather exemplary of times of environmental/occupational exposures involved in performance of job functions.

- Individual must be able to use protective equipment and take proper precaution and emergency measures.
- At risk for exposure to chemical used for cleaning/sanitizing/disinfecting, and to electrical and mechanical hazards associated with operation of food service equipment.

ACKNOWLEDGEMENT:

I have read my job description and understand the information contained within the job description. I further understand that this job description is not intended and should not be construed as an exhaustive list of all the responsibilities, skills, efforts or physical requirements/working conditions associated with my job. I may be required to perform additional tasks necessary to meet standards of quality and care.

Name of Employee: _____

Employee Signature: _____

Date: _____