Name: Date of Employment:

**POSITION:** Executive Director

**FSLA CLASS:** Exempt

**SUPERVISED BY:** Controller and/or Owners

**SUPERVISES:** All facility staff

**Minimum Qualifications**

1. **Education/Experience Requirements:** Must be 21 years of age, and have (A) an associate’s degree in nursing, healthcare management; (B) a bachelor’s degree in psychology, gerontology, nursing, or related field; or (C) proof of graduation from an accredited high school or certification of equivalency of graduation and at least one year of experience working with persons with dementia.
2. **Certification/License Requirements:** Must be able to obtain Assisted Living Manager’s Certificate.
3. **Skill Requirements:** Must possess excellent written, verbal, and non-verbal communication skills, stable emotional make-up, creative, caring, able to work under stress. Professional conduct, appearance, honoring boundaries, setting limits and maintaining confidentiality are a must. Must be able to make appropriate decisions in difficult situations. Must demonstrate good judgment. Must be an effective role model for staff. Must be able to have a flexible work schedule which allows for on-call duty on a twenty-four (24) hour basis seven (7) days per week. Some overnight travel may be required. Some overnight duties required. Must be proficient in external and internal marketing and have the ability to work with difficult families and staff. Must be computer literate and able to work in Microsoft applications and have the ability to learn the computer systems utilized within the facility.
4. **Physical Requirements:** Must be able to meet physical demands of lifting and moving over 50 pounds, walking and standing for long periods of time and working long hours, including overnight shifts. Must possess the stamina required for startup operations.

**Position Summary**

Duties include all aspects of the daily operations of the Facility, including but not limited to: hiring, supervising and training of all staff, organizing all tasks for all staff, problem solving with staff, residents and families, performing the duties of all staff roles when necessary, hiring and scheduling of staff, supervising medications as prescribed, planning and implementing the resident’s plan of care, maintaining a safe environment, carrying out doctors orders and providing complete documentation, providing coaching, and role modeling for all staff, providing and supervising basic care for residents, performing bookkeeping and payroll maintenance activities, marketing and referral source record keeping duties, representing Provident appropriately within the community at activities, handling difficult situations with staff, families and referral sources with tact and diplomacy, maintaining all areas within budgetary constraints.

**Performance Rating Definitions**

Individual performance will be evaluated using the following scale:

1. **Unsatisfactory:** Achieves results which are far less than the standards identified for the performance factors rated.
2. **Needs Improvement:** Achieves results which are less than the standards identified for the performance factors rated. Exhibits the potential to become a competent performer. May be new to job or need skill development.
3. **Meets Standards:** Achieves results which meet the standards identified for the performance factors rated. This rating is the expected level of performance.
4. **Exceeds Standards:** Achieves results which usually exceed the standards identified for the performance factors rated.

**Responsibility I: Hiring, Training, and Supervising Staff**

1. Maintains an adequate number of employees to staff the facility with less than 5% of total payroll accounted to overtime hours.
2. Requests that staff ads be run in appropriate time frames so as to not fall below minimum staffing requirements.
3. Hires all staff within state and federal guidelines.
4. Carefully screens applicants, checking references and documenting reference checks, drug screens, background checks, license checks and the employee misconduct registry before offering any position at Provident for employment.
5. Ensures all new hire paperwork is completed according to designated reporting guidelines.
6. Ensures all hired staff have the required TB screening.
7. Sets up new employee personnel file and ensures all employee new hire documentation is entered into the payroll accounting system, staff tracking systems, according to the Provident procedures and policies.
8. Ensures all new staff are oriented to all safety procedures within the first day of hire.
9. Ensures all new hires receive the required amount of new hire training per Provident policy and procedures.
10. Ensures all new hires receive the new employee handbook within established new hire time frames.
11. Reviews appropriate policy and procedures with all new hires, specific to their job functions.
12. Provides appropriate amount of supervision to employees, completing all performance reviews as required.
13. Ensures new hires are matched up with appropriate facility mentor for a minimum of 40 hours, supervised on the job training.
14. Ensures that all employees receive the required amount of annual training required for survey preparedness.
15. Provides feedback to staff on an ongoing basis regarding their interactions with residents and families.
16. Supervises all staff consistently with equal expectations, showing no favoritism and consistently follows established procedures for corrective action when needed.
17. **P**rovides/arranges at least one staff training session every month.

**Responsibility II: Safety/Infection Control**

1. Maintains a safe environment at all times for staff, families, and the residents.
2. Performs weekly rounds of the building and grounds to assure that there are no safety hazards.
3. Consults with staff frequently on observed and potential safety hazards.
4. Meets with families when safety hazards are observed involving families or the resident’s belongings.
5. Ensures that staff practice strict adherence to infection control practices.
6. Informs workmen and other visitors of required safety and infection control practices.
7. Ensures safety related maintenance is performed monthly and the facility safety tracking sheet is completed monthly.
8. Ensures all facility life safety code compliance inspections (Gas pressure tests, kitchen vent hood, bi-annual fire panel, smokes, fire drills, and so forth) are completed to ensure a deficiency free Life Safety Code inspection.
9. Ensures follow-up on Incident reports regarding accidents and unusual occurrences are completed within established time frames.
10. Ensures weekly risk meetings occur.
11. Ensures documentation for the surveillance of infections is completed, assuring a proactive approach of preventing infections.
12. Ensures the MSDS Manual is current at all times.
13. Ensures the Disaster Preparedness/Emergency Evacuation Plan is applicable and current at all times.

**Responsibility III: Medication Supervision**

1. Ensures that staff are trained in medication supervision to ensure that all resident medications are supervised correctly 100% of the time.
2. Ensures the RN Consultant verifies all staff training materials related to medication supervision training.
3. Ensures the nurse manager provides education to resident families and staff regarding medications, including the importance of communicating signs and symptoms of side effects or adverse reactions. Ensures that the correct protocol is followed in the case of medication errors 100% of the time.
4. Ensures the Medication records for each resident are completed by the nurse manager for the upcoming month.
5. Works with the pharmacy and nurse manager to ensure accuracy of documentation and accountability, if the medication records are completed by the pharmacy.
6. Ensures the nurse manager follows all procedures and policies regarding medication supervision.
7. Ensures that all medications delivered by either the pharmacy or the families are packaged in the dose pack system recommended by Provident.
8. Ensures the staff implement and follow physician orders per instructions and if not that proper notification occurs.

**Responsibility IV: Legal/Ethical**

1. Works in conjunction with other staff to assure adequate staffing, supervising the implementation of plans of care, documentation, and management of specific resident problems.
2. Maintains honest relationships with Owners, Controller, consultants, staff, and families, and home office personnel.
3. Understands all regulatory requirements that pertain to the facility and assures that the facility is in compliance with all regulatory body’s requirements.
4. Operates the facility within the licensing guidelines 100% of the time, to remain deficiency free.
5. Keeps abreast of changes in regulatory requirements.

**Responsibility V: Data Collection**

1. Ensures that all required documentation is obtained and signed prior to admitting residents.
2. Ensures that Resident Service Plans are completed per facility procedures and policies, with a 100% completion ratio.
3. Ensures Families are informed of all service plan revisions/changes.
4. Ensures that service plans are updated per state guidelines for all resident change in needs or changes in condition.
5. Ensures that the Resident service plans are completed .
6. Provides a venue for staff and family input into the resident’s changing needs.
7. Ensures residents who do not meet eligibility requirements for admission are not admitted to Provident.

**Responsibility VI: Evaluation**

1. Evaluates effectiveness of the care provided by the Provident staff on an ongoing basis and when problems are identified, ensure a plan of correction is implemented.
2. Evaluates the staff’s ability to function in the Provident Setting and takes corrective action when needed.
3. Provides feedback to families regarding resident’s response to the program and environment.
4. Performs monthly kitchen safety inspection and operational inspection to ensure all kitchen policies are consistently followed.
5. Performs monthly medication room audits for quality control and to ensure the medication room is operated according to procedures and policies.

**Responsibility VII: Role Modeling**

1. Exhibits clear written and verbal communication skills
2. Applies skills of problem solving techniques to promote cooperation and support from others.
3. Receives and integrates feedback from the team in an open manner.
4. Demonstrates interventions to staff when necessary.
5. Treats residents, families, staff and referral sources with respect at all times.
6. Comports self in a professional manner at all times.

**Responsibility VIII: Marketing**

1. Understands the basic principles of marketing in a health care setting.
2. Possesses an intricate knowledge of the Provident product(s).
3. Gives tours of facility with ease and is able to confidently answer all questions regarding placement, fees, and processes of the Provident facilities.
4. Attends community events and makes at least two (2) marketing contacts per week.
5. Keeps track of all inquiry information and ensures the Marketing Data base is current.
6. Maintains census at 100% within seven (7) months of opening.
7. Maintains census at budgeted occupancy levels or higher every month, after initial fill.
8. Maintains the image and reputation of Provident at all times.

**Responsibility IX: Professionalism/Professional Growth**

1. Maintains current Assisted Living Manager Certificate, with no lapse in certificate status while employed with Provident.
2. Attends at least one continuing education program per year that is geared towards professional growth in skill level, examples include, supervision of staff techniques, time management techniques, dealing with inappropriate staff behavior, and so forth.
3. Maintains an acceptable attendance level and follows all procedures and policies regarding benefit time requests and absence reporting.
4. Work place behavior reflects the willingness to be a team player:
   1. Willingness to cooperate with others.
   2. Willingness to conform to rules of work.
   3. Displays a positive attitude towards work and facility.
   4. Willingness to assist others.
   5. Ability to recognize, participate and adjust to change in situations and work assignments.
   6. Is dependable, can be counted on to do assigned tasks without strict supervision.
   7. Conforms to expectations of professional appearance, personal hygiene and grooming.
   8. Communications with others (courtesy, voice tone, facial expressions, gestures) are appropriate at all times and do not cause discord among the staff, families, or visitors.
   9. There is the absence of argumentative reluctance.

**Responsibility X: Initiative (will be rated according to the following scale)**

1. Has the ability to multistep task to ensure completion of all required tasks.
   1. Excellent organization skills and originator of new ideas and methods.
   2. Effectively plans workload and appropriately handles emergencies
   3. Can perform usual duties but not deviate from routine.
   4. Acts only when instructed.

**Responsibility XI: Imaginative (will be rated according to the following scale)**

1. Has the ability to be imaginative and consistently seeks improved methods of operations:
   1. Continually seeks new and better ways of doing things; is extremely imaginative
   2. Frequently suggests new ways of doing things; very imaginative
   3. Occasionally comes up with a new idea
   4. Rarely has a new idea; is unimaginative (resists change)

**Responsibility XII: Fiscal Compliance**

1. Ensures the facility operates within the budgetary guidelines at all times, with any exceptions reported to the home office as soon as the variance is discovered.
2. Completes all financial reporting reports within established time frames.
3. Ensures the resident charges are accurate in the Resident Assessment data base, prior to each billing cycle.
4. Ensures all monies received from the families at the facility are promptly forwarded to the home office for deposit.
5. Makes follow up calls to late payees and reports progress of collection to home office on any past due collections of 30 days or more

**Responsibility XIII: Miscellaneous**

1. Performs all other duties as assigned

Signature: Date:

Questions and or Comments: