



Job Description

Position Title: Resident Services Director
Classification: Exempt
Reports To: Administrator

Summary/Objective:

The primary purpose of this position is to coordinate the day-to-day needs of residents, with the oversight of the Administrator.

Essential Functions:

- Ensure quality of care and safety of residents is the top priority at all times.
- Management of team to carry out quality resident care at the facility.
- May be called upon to assume Administrator role on a temporary basis if needed
- Participate in quality management program of the facility.
- Report any building or resident problems to Administrator as soon as possible.
- Assist in marketing facility as directed by Administrator.
- Ensure that sufficient staff members are available for each shift. Arrange substitute staff as needed.
- Develop and deliver work assignments to Personal Care Providers and follow up on outcomes prior to the end of each shift.
- Monitor personnel to assure all residents of their rights.
- Observe staff performance in areas of infection control and safety and provide coaching and counseling if needed.
- Supervise and evaluate resident care, including adherence by team members to direct care procedures, care plans, physician orders and best practices.
- Evaluate room cleanliness, resident condition and safety, and implement appropriate interventions.
- Communicate with physicians, diagnostic services, hospitals and families as needed.
- Work as a Patient Care Provider as needed to cover shifts.
- Reorder medications as necessary to fulfill physicians' orders
- Complete accident/incident reports as needed.
- Administer and document medications accurately and in a timely manner, including taking necessary vital signs prior to dispensing medications when ordered by physician or otherwise appropriate.
- Review medications sheets for accuracy.
- Obtain physician update for each resident on a semiannual basis.
- Work with other personnel to maintain a safe and sanitary environment, including following safety and fire procedures, infection control and universal precaution policies and procedures.
- Attend departmental and staff meetings.

Work Environment:

- Sitting, standing or walking for long periods
- May be subject to exposure to infectious waste, diseases and conditions including blood-borne pathogens such as HIV and Hepatitis viruses
- Works beyond normal working hours, on weekends and holidays. May be called during off hours to respond to emergency or unusual situations
- Must be able to lift up to 30 lbs comfortably

Competencies:

- Independent judgment and decision-making
- Skilled at exhibiting leadership and getting work done through others
- Ability to communicate clearly both verbally and in writing, including the ability to provide nontechnical assistance in a simple, straightforward manner
- Demonstrate sensitivity to the concerns of residents and a commitment to dealing fairly with all
- Friendly demeanor, positive disposition, tactful, patience and high ethical character even while dealing with difficult or upset residents
- Maintains a professional demeanor and responds with urgency
- Strong organizational and interpersonal skills; attention to detail
- Intermediate computer knowledge and typing skills; working knowledge of Microsoft Office Suite
- Ability to motivate staff through creating a positive working environment
- Enjoys community involvement, resident interaction, and public representation of the organization.

Education and Experience:

- High school diploma or equivalent required
- Minimum of one year work experience as Personal Care Provider with Medication Administration training, or Resident Services Coordinator, or both.
- Read, write, speak and understand the English language.
- Demonstrated working knowledge of Microsoft Office Suite including Word, Excel, Outlook

Submit resume to jobs@seniorhousingoptions.org

The above is intended to describe the general content of and requirements for the performance of this job. It is not to be construed as an exhaustive statement of essential functions, responsibilities or requirements. Senior Housing Options is an Equal Opportunity Employer (EOE), M/F/H/V.