



Job Description

Position: Resident Services Director

Location: Cinnamon Park Assisted Living Center, Longmont, CO

Job Type: Full-time (Minimum of 40 hours per week); Exempt

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.

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