



POSITION TITLE:	EXECUTIVE DIRECTOR – SENIOR LIVING COMMUNITY
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POSITION SUMMARY:	Responsible for day-to-day operations of a senior living community. Assures compliance with all laws, rules, regulations, policies and procedures. Oversight of property management, Employee Partner administration and provision of Resident services. Promotes the company’s mission and philosophy.
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REPORTS TO:	VICE PRESIDENT OF STERLINGCARE – A SIGNATURE COMPANY
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POSITION RESPONSIBILITIES:

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| A. Resident Services |
| 1. Assures implementation of policies and procedures relating to Resident care. |
| 2. Supervises and assists in provision of all Resident services, including the coordination of those provided by independently contracted ancillary health care providers as requested by Residents and families. |
| 3. Conducts assessments, negotiates service plans, develops service schedules and updates service information as indicated by Resident need. |
| 4. Ensures that Residents are appropriately assessed on a timely basis. |
| 5. Assists Residents to participate in self-governance activity through Resident council and committee meetings. |
| 6. Acts as an advocate for Residents and maintains communication with designated agents as requested and required. |
| 7. Assures quality of Resident services. |
| 8. Assures a high degree of customer satisfaction at the community (residence). Promptly investigates complaints and reports findings and appropriate recommendation to the Vice President of SterlingCare. Ensures follow-up communication occurs to complainant and that substantiated complaints are resolved to reasonable satisfaction of complainant. |
| 9. Ensures compliance with all rules and regulations related to Resident care (i.e. HIPAA, State Regulations etc.). |
| 10. Maintains a professional demeanor with all Residents and their loved ones. |

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| B. Employee Partner Administration |
| 1. Recruits, interviews, hires, supervise, evaluates and disciplines community Employee Partners. |
| 2. Assures the availability of qualified, appropriately trained community Employee Partners. |
| 3. Supervises and assists in orientation and training of community Employee Partners. |
| 4. Coordinates and assists in administration of wages/benefits for community Employee Partners, assures accuracy of Employee Partner records and approves payment for work performed. |
| 5. Assures Employee Partners’ adherence to all policies and procedures, all work, safety and administrative rules. |
| 6. Ensures compliance with all rules and regulations related to Employee Partners . |
| 7. Promotes the company’s mission and philosophy. |
| 8. Maintains a professional demeanor with all Employee Partners. |



C. Sales/Marketing
1. Develops and maintains a favorable public image; participates in community organizations for the promotion of the community and SterlingCare
2. Provides external marketing efforts on a weekly basis.

D. Property Management
1. Coordinates community, Resident units, common areas and adjacent grounds with Maintenance Director.

E. Financial Responsibility
1. Operates with resources provided, assures income and expenses are controlled using annual budget projections.
2. Assures all financial records are properly maintained.
3. Participates in the development of an annual budget.
4. Assures that Resident invoices are delivered and the residence's accounts receivables are collected on a timely, consistent basis.

F. Administrative Responsibility
1. Administrates, coordinates and directs all activities in accordance with policies and procedures.
2. Assures safety and security of community's contents and inhabitants (Residents, Employee Partners and visitors).
3. Assures proper use of equipment/supplies.
4. Maintains and provides all data as requested, required.
5. Will be on call; arranges appropriate coverage when absent from community or unavailable to respond to emergencies.
6. Performs other duties as assigned or required.
7. Assures that adverse findings by company Quality reviews or state surveyors are promptly corrected and remain in compliance.

EMPLOYMENT REQUIREMENTS:
1. Effective supervisory skills.
2. Ability to communicate and work with all levels of the company's Employee Partners effectively.
3. Ability to recognize and communicate problems appropriately.



4. Ability to relate to the public, Residents, families, Employee Partners and other professionals appropriately.
5. Ability to maintain accurate records and provide information as requested and required.
6. Ability to communicate proficiently in English, verbally and in writing.
7. Ability to work flexible hours to meet requirements of the job and be on call.
8. Ability to lift up to 50 pounds, 30 pounds regularly.
9. Maintains car in good working order, current drivers license in good standing and auto insurance meeting company minimums is current.
10. CPR certified.
11. Ability to teach/train others effectively.

TRAINING AND EXPERIENCE:
Experience in managing a program or community for older adults preferred. Five years of supervisory experience required. Knowledge of an interest in working with older adults required. CPR Certificate.

EDUCATION:
Minimum Bachelor's Degree required. Maintain CPR/First Aid Certification. Attendance at mandatory in-service training. Meet continuing education requirements on job classification and position.

Compensation:
Salary Package Commensurate with Experience. Includes Accommodation, meals, bonus and medical insurance