



<b>Resident Services Manager</b>
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**Reports To:** Administrator

**FLSA Status:** Exempt

**General Nature & Scope:** To lead and oversee the activities of the assisted living team to ensure seamless high quality service delivery to assisted living residents. Responsible for promoting Legacy House's mission of quality of life, dignity, and choice for all residents and clients.

**Essential Duties:** Include the following; other duties may be assigned depending upon project, client or workflow needs.

- Responsible to hire, supervise, motivate, coach, discipline and evaluate resident assistants to ensure the provision of quality services to residents in a manner consistent with assisted living and adult day health philosophy
- Ensure that employees meet training requirements and maintain timely documentation of employee job performance
- Plan and delegate work assignments assuring effective scheduling on a 24-hour/ 7days a week basis
- Ensure that client personal care needs are met by assisting in service planning, developing and updating resident assistant work schedule for personal care delivery; ensure resident service plan changes are carried out
- Contribute to team effort and organizational goals through cooperative, respectful communication, accomplishment of goals, and promoting positive organizational practices, changes and improvements
- Investigate employee/resident incidents, identify safety hazards, and institute corrective action in a timely manner; share in the responsibility for providing and maintaining an environment that is conducive to the safety and physical wellbeing of residents and staff
- Ensure that resident assessments (initial, change of condition, and annual) are completed in a timely manner
- Maintain up-to-date knowledge of regulations impacting assisted living resident care, ensure policies and procedures reflect these regulations, and implement policies and procedures related to Assisted Living
- Participate in developing Assisted Living department budget and monitor budget and variances
- Maintain ongoing communication with residents, family members, other responsible parties, physicians, case workers in resolving resident care issues/concerns
- Participate in resident admissions and discharges.

**Supervisory Responsibilities:**

- Performance Manager of resident assistants and lead resident assistant staff
- Ensure staff's 24-7 coverage; on call 24 hrs/day for staffing issues, orientation and training to new team members.

**Qualifications:**

- Demonstrated supervisory ability
- Bi-lingual ability in Asian languages desirable
- Team player and possesses good communication skills

**Knowledge, Skills, and Abilities:**

- Computer knowledge for designing and implementing work schedules and staffing
- Good organizational skills
- Familiar with dementia care and approach
- Ability to provide services in a multi-cultural setting

**Education & Experience:** Any combination of experience and training that would likely provide the required knowledge, skills and abilities will be considered.

- Bachelor's degree in social work, counseling or related field and three - five years of professional work experience in a human service field desired
- Demonstrated experience and interest in working with seniors, their families and health providers

**Licenses or Certificates**

Fundamentals of Care giving

Food handler's permit

CPR and First Aid

**Physical Demands / Working Conditions:** The physical demands here are representative of those that must be met by an employee in a business office environment to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions of the job.

- While performing the duties of this job, the employee is frequently required to read, speak, stand, walk, sit and use a computer keyboard and monitor
- Must be able to see and use computer, and able to hear well enough to communicate with co-workers and residents/clients
- Must be able to reach above head and perform repetitive movements
- Must be able to transfer up to 50 lbs
- Must have finger dexterity to open containers, buttons and zippers
- Must be able to bend to the floor
- This position is exposed to body fluids, infections and odors