



The mission of the Seattle Chinatown International District Preservation and Development Authority (SCIDpda) is to preserve, promote and develop the Seattle Chinatown International District as a vibrant community and unique ethnic neighborhood through its programs and services. More information is available at www.SCIDpda.org.

Position: Quality Assurance & Health Services Manager

General Nature & Scope: This position provides management to the Health Services programs in Assisted Living through planning, leading, organizing, controlling, developing and implementing all phases of limited nursing, nurse delegation, and resident assistance in assisted living. This position requires knowledge about regulations impacting programs and sharing that information with staff to affect current practice and create any changes in the programs and services. Position needs to be able to execute duties with a minimal amount of guidance. Role interacts with Legacy House staff, corporate staff, residents, family members, community vendors, practitioners, and constituents.

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

Assisted Living:

1. Performs health services assessments and planning for all new residents and ensures documentation of negotiated services for limited nursing and nurse delegation
2. Is a resource for Intake/Community Relations staff concerning appropriate admissions to the Assisted Living Program
3. Performs health services assessment annually for all residents
4. Maintains overall resident care team awareness through meetings, involvement in resident management, and policy/procedure development
5. Ensures Assisted Living health services programs meet all state and funding guidelines
6. Represents Assisted Living health services programs in public venues, as designated by the Administrator
7. Maintains awareness of Quality Indicators, Risk Management incidents and develops programs/ plans to manage these and follow-up as needed
8. Assists with and fills the role of nurse as needed
9. Assists in the hiring, supervision, coaching, discipline and evaluation of Resident Assistants
10. Supervise Health Services Coordinator to ensure the provision of quality services to residents in a manner consistent with assisted living.
11. Assists in ensuring that employees meet training requirements and maintain timely documentation of employee training. Assists in organizing and publicizing calendar of trainings
12. Ensures that client personal care needs are met by assisting in service planning, developing and updating resident assistant work schedule for personal care delivery. Ensures resident service plan changes are carried out
13. Implements policies and procedures related to Assisted Living
14. Plans and delegate work assignments assuring effective scheduling on 24-hour/7 days a week basis
15. Conducts refresher training sessions to maintain staff skills, including personal care, medication assistance, and other resident health services
16. Performs ongoing review of nurse delegation tasks and ensure compliance with Nurse Delegation State regulations
17. Participates in developing the health services budget during the annual budgeting process. Responsible for monitoring health services budget and analysing budget variances
18. Maintains ongoing communication with residents and family members in resolving resident care issues/concerns

Adult Day Services: Provide guidance and leadership to the staff in the Adult Day Services Program, and the Nutrition Services Provide Program.

Supervisory Responsibilities: Nursing staff, Health Services Coordinator, and Adult Day Services Lead; ensure staff's coverage; on-call 24 hours/day for nursing issues, and provides orientation and training to new team members.

Qualifications: To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Knowledge, Skills, and Abilities:

- Knowledge of federal, state, and local regulations governing Assisted Living and Adult Day Services Programs
- Working knowledge/experience in geriatrics
- Ability to manage time efficiently to ensure the timely completion of job duties
- Good written and verbal skills
- Excellent interpersonal communication skills
- Basic computer skills
- Ability to provide services in a multi-cultural setting
- Ability to think, act, and intervene independently in both routine and emergency situations
- Bilingual ability in an Asian language desirable, but not essential
- Essential ability to multi-task
- Excellent customer service skills
- Contributes to team effort and organizational goals through respectful communication, great customer service and stays involved in organizational changes and improvements
- Meets all agency and state training requirements and enhances own professional knowledge by attending workshops, reading professional material and participating in professional networks.
- Adheres to agency organizational values, standards policies and procedures

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

- Three or more years of progressive supervisory/management experience in Health related settings, including staff training/skills in client assessment and health education
- Working experience/ knowledge in geriatrics
- Experience working with clients and staff of diverse backgrounds and with limited English

Physical Demands/ Working Conditions: Ability to perform the following essential physical requirements:

Constant: Hearing, Seeing

Frequent: Standing/walking/mobility: Must be able to reach overhead and perform repetitive movements; on feet over a moderate period of time; fingering/grasping/feeling - must have finger dexterity capable to open pill containers, close buttons and zippers

Occasional: Climbing/stooping/kneeling: Must be able to bend to floor and crawl under equipment; lifting/pulling/pushing - must be able to transfer up to 50 lbs.

Work Environment: This position works essentially indoors in an ambient temperature. Position is exposed to body fluids, infections and odors.

This description generally describes the principle functions of the position, the level of knowledge and skills typically required and the general scope of responsibility. It is not intended as a complete list of specific duties and responsibilities and should not be considered an all-inclusive listing of work requirements. Individuals may perform other duties as assigned including work in other functional areas to cover absences or relieve other employees, to equalize peak work periods or otherwise to balance the workload as needed.