

Job Description- House Manager

Position Description: The Manager is responsible for planning, directing, monitoring, coordinating, controlling, and evaluating the operations of the respective Home site to assure compliance with New Haven quality standards and State and Federal regulations. This individual must be able to effectively communicate in both written and oral form. The Manager assists in strategic planning in cooperation with the Administrator and evaluates operational performance, quality of service, and competitiveness with other area facilities. This person must have excellent leadership skills to aid in motivating and developing the resident staff. The Manager must be a firm decision-maker, taking into consideration the impact of his/her decisions on the overall organization.

Essential Functions:

The Manager is responsible for carrying out the primary duties as outlined by the Administrator. These essential functions include, but are not limited to:

- Demonstrating positive interpersonal skills in dealing with residents, residents' families, visitors, and co-workers.
- Handling sensitive resident, family and personnel staff discussions in a professional and confidential manner.
- Initiating and participating in quality assurance and quality improvement activities based on the four components of quality: customer satisfaction, employee satisfaction, process/system refinement, and financial impact.
- Embracing and projecting the values of the facility: safety, trust and respect, teamwork, partnership and service, compassion, integrity, efficiency, and financial responsibility.
- Communicating resident information accurately and in a timely manner to facilitate quality care.
- Communicating clearly and concisely in both written and oral form.
- Making informed decisions and clarifying changes in policies or procedures promptly for staff.
- Applying problem solving and conflict resolution skills where needed
- Working to establish a group culture to enable New Haven to function as a "whole."

Duties:

The Manager is expected to perform other position-related duties that include, but are not limited to:

Medication Management:

- Responsible for inventory of medication cart **weekly**.
- Responsible for ordering refills in a timely manner.
- Responsible for removing any expired medications.
- Assuring medication dosage matches MARS.

Personnel:

- Assist in training and supervising resident personnel, insuring each employee is trained.
- **Scheduling** staff to insure safety and proper care of residents.
- Assist in enforcing personnel policies and ensuring consistency in decision-making.
- Assist in assuring that each employee maintains personal cleanliness and hygiene.
- Assist in insuring each new staff member receives a thorough orientation upon hire.
- Weekly on-call rotation with second house manager for staffing related issues.
- Report to administrator with any unforeseen over time prior to scheduling

Residents:

- Insuring that residents' needs are met, including needs for daily activities and socialization.
- Ensure the Service Plans are carried out in behalf of the residents.
- Assist in facilitating staff, resident, and family communications to resolve conflict, create a positive home environment, and to continually promote innovative resident care
- Assist in resident and admission and discharge

Facility Management:

- Assist in ensuring optimal maintenance of the building, grounds, and equipment to include building engineering and housekeeping.
- Assist in monitoring and maintaining household supply inventory.

Other:

- Assisting the Administrator as needed.
- Developing professional skills and education through higher education and/or continuing education opportunities. Annual continuing education requirements

Job Specifications:**Essential Qualifications:**Education/Certification

- High school diploma or equivalent.
- At least one-year management experience in the elderly care field.
- Has sufficient physical, emotional, and mental capacity to carry out the requirements of the position as verified by a statement from a licensed physician or nurse practitioner upon assuming responsibilities.
- All employees are subject to criminal arrest checks applicable to nurses' aides. No previous felony conviction or conviction for fraud of the state or federal government
- 21 years of age.

Skills/Abilities

- Knowledge of the assisted living and dementia care industry.
- Excellent leadership skills.
- Well-informed decision-maker.
- Ability to communicate effectively in written and oral form.
- Capacity to work effectively with different types of people.
- Ability to work efficiently and complete projects under pressure with time constraints.
- Ability to calmly handle stressful situations.
- Demonstrate organizational capabilities.

Preferred Qualifications:

- At least two years management experience in Alzheimer and dementia care.
- Well-rounded with developed outside interests.

Position Environment:

This position requires the ability to manage a diverse group of individuals. Physical demands include moving furniture, light equipment and supplies, and operating office equipment. Lifting, on a regular basis, up to twenty-five pounds, is required. Occasional lifting and carrying of items up to fifty pounds is also required. Requires hearing to normal range and corrected vision. The Manager facilitates and participates in on-site meetings held by New Haven.

Reports to: Wellness Supervisor

Manager Name

Manager Signature Date

Administrator Signature