



Job Description

Mission Statement

Our mission is to provide our residents with a positive experience in a safe and friendly environment with personal dignity our main consideration. We provide the joy of healthy daily living along with the supplemental care necessary for adults with memory-related challenges. We focus on the individual strengths and needs of our residents in order to promote the independence necessary for them to have productive meaningful experiences. A dedication to physical, emotional, psychological, spiritual health is the basis of our program. We strive to satisfy each individual's specific needs, with attention to family concerns and the residents continuing care.

Position: Director of Operations

Responsible to: Administrator of Grace Senior Services, Inc.

Scope of Position: Oversee and coordinate all operations and departments of Grace Senior Services, Inc. Assist the Administrator to ensure facility complies with current regulations and standards. Any other tasks asked by Grace Senior Services, Inc Owners.

Qualifications:

- a. **Education:** College degree in human resources, personnel administration, business administration, education, communication, or related social science field.
- b. **Experience/Skills:**
 1. Previous experience in handling employee benefits questions or recruiting, interviewing, and hiring new personnel.
 2. Leadership and management skills consistent with the scope of this position.
 3. Ethical conflict resolution skills.
 4. Alertness, judgment, initiative, and mathematical ability.
 5. Ability to operate a motor vehicle.
 6. Basic computer skills.
 7. Considerable knowledge of principles and practices of personnel administration.
 8. Ability to assess and understand the needs of seniors.
- c. **Ability to communicate effectively in writing as well as verbally.**
- d. **Positive, caring attitude and ability to work well with others.**

Responsibilities of this position (Job Specific):

1. Willing to work regular hours.
2. Directs, organizes, and arranges administrative support to all departments of Grace Senior Services, Inc.
3. Oversee and monitor the administration of all human resource activities and policies & procedures. Supervises human resources staff.
4. Assist HR Department with employee problems, hiring and termination of employment, unemployment and work comp issues.
5. Participate and oversee the development of company policies and procedures.
6. Participate in developing company goals, objectives and annual budget.
7. Processes time cards, computes and processes wage and salary payments and related withholdings. Compiles, prepares and maintains payroll reports and statistics.
8. Order supplies needed for time clock system, payroll, and office supplies and any other items needed by other departments.
9. Relate well and develop trusting relationships with the professional and lay community.
10. Represent and promote the facility events held in our community and in area.
11. Maintain professional growth and development through seminars, conferences and professional affiliations.
12. Keep computer system updated with current licensure and personnel information.
13. Oversee all departments with re-certifications in areas related to health care field.
14. Must be able to perform diverse tasks.
15. Assist in the admission process of a new client/resident.
16. Assist Administrator in the survey process by the Department of Health and State of Minnesota.
17. Assist with facility functions (pancake breakfasts, family meals, etc.)
18. Ensure clients/residents clothes/personal items are labeled upon admission and throughout the year.
19. Assist with care conferences and giving potential families tours.

20. Daily walk thru in each building to ensure cleanliness, appearance, and needed repairs.
21. Assist with the discharge of clients/residents. Send letters/flowers to deceased client/residents family.
22. Obtain bids & set up appointments for things to replace/repair.
23. Ensure codes on security doors are changed when needed.
24. On call as needed.
25. Records organization's business transactions and retains all accounting records. Posts, verifies, and reconciles accounts payable, accounts receivable, expenses, payroll, or other ledger accounts. Prepare statements, invoices, and vouchers. Deposits funds and assists with resident trust accounts.
26. This position requires a 4 week resignation notice.

General Expectations (All Employee Expectations):

1. In-services/meetings
 - a. Attend all mandatory staff meetings, departmental and interdepartmental in-services as required.
2. Infection Control
 - a. Demonstrate knowledge of infection control throughout the facility.
 - b. Demonstrate and use Universal Precautions in accordance with established procedures.
 - c. Report all exposures in accordance with OSHA and Grace Senior Services, Inc. policies and procedures.
3. Safety
 - a. Is knowledgeable of, observes and follows all safety rules and regulations of the facility.
 - b. Report injuries/accidents as soon as they occur.
 - c. Respond appropriately to safety conditions, fire drills, and emergency situations.
 - d. Recognize and eliminate safety hazards and reports equipment that is not working properly to the appropriate department.
 - e. Follow established guidelines when using equipment, supplies and chemicals.
 - f. Uses good body mechanics and assistive devices when appropriate.
4. Dress Code
 - a. Follow dress code appropriate to position per Grace Senior Services, Inc. policy.
 - b. Wear nametag at all times and maintain excellent personal hygiene and grooming.
5. Smoking
 - a. Follow Grace Senior Services, Inc. policy guidelines regarding smoking in designated areas.

6. Breaks
 - a. Comply with departmental policy established by Grace Senior Services, Inc. guidelines.
7. Cell phones: Follow policy according to position.
8. Attendance
 - a. Utilize reliable transportation to ensure timely arrival for each scheduled shift.
 - b. Provide proper notice of tardiness and absences accordingly.
 - c. Maintains a level of attendance that meets or exceeds the definition of satisfactory attendance illustrated in Grace Senior Services, Inc. employee policy.
9. Respect resident rights and maintains strict confidentiality regarding residents and their protected personal information in accordance with HIPAA guidelines.
10. Is aware of and adheres to the Resident Bill of Rights and Code of Ethics
11. Understand and adhere to the abuse prohibition guidelines of the Vulnerable Adult Act, and is familiar with prescribed reporting guidelines and expectations.
12. Must be free of active, contagious diseases, i.e. tuberculosis, etc.
13. Receive a “not disqualified” criminal background result from the Minnesota Department of Human Services.

This Job Description is not intended to be all-inclusive. The employee will also perform other reasonable related duties as assigned by the Administrator.

Administrator reserves the right to change job responsibilities, expectations or hours as needs prevail. This document is for management communication only and is not intended to imply a written or implied contract of employment.

This Position is at-will, which means the employee can terminate the position at any time. It also means that Grace Senior Services, Inc can terminate the position at any time with or without notice or cause.

I have read this Job Description and understand the qualifications and requirements. I agree to accept the responsibilities and duties as outlined, and to the best of my knowledge and ability, I believe that I can perform the essential functions of this position with or without reasonable accommodation.

Employee

Date

Grace Senior Services, Inc., Administrator

Date