



# ADMINISTRATOR & ASSISTANT ADMINISTRATOR

JOB DESCRIPTION	
<b>Department</b>	Administration
<b>Reports to</b>	Administrator reports to the Chief Operations Officer Assistant Administrator reports to the Administrator
<b>Reporting to this position</b>	All Department Heads
<b>Job Classification</b>	Administrative/Leadership/Management
<b>Position Purpose</b>	Leads, guides and directs the operations of the healthcare facility in accordance with local, state and federal regulations, standards and established facility policies and procedures to provide appropriate care and services to residents.

## Required Qualifications

The Administrator & Assistant Administrator must possess:

- ❖ A valid, unrestricted Nursing Home Administrator's license in the state of Alabama.
- ❖ Bachelor's degree in Health Administration preferred.
- ❖ Must have at least three (3) years of experience in a supervisory role in a hospital, nursing home, or other related health care facility.
- ❖ Knowledgeable of skilled nursing home regulations, procedures, laws, regulations and guidelines pertaining to long-term care.

## Major Duties and Responsibilities

Plans, develops, organizes, implements, evaluates and directs the overall operation of the facility as well as its programs and activities, in accordance with current state and federal laws and regulations.

Plans, develops, organizes, implements, evaluates, and directs the facility's programs and activities in accordance with guidelines issued by the governing body.

Identifies, in conjunction with the Director of Nursing and selected department heads, the facility's key performance indicators. Establishes an ongoing system to monitor these key indicators such as the Quality Assurance and Performance Improvement process throughout the facility.

Evaluates key performance indicator outcomes with department heads to determine the need for action from leadership and/or management such as re-education or revisions related to the facility's outcomes, regulatory compliance and/or customer satisfaction.

Develops and implements processes and systems in conjunction with the Business Office Manager that maintain the fiscal health of the facility.

Develops and executes a census and occupancy management strategy that results in improved census and improved fiscal health for the facility.

Serves as the facility representative and spokesperson to the public as well as in the professional arenas. In so doing, must periodically successfully deliver a confident, concise, message on a variety of topics that is understood by a wide range of persons with diverse backgrounds and levels of education.

Leads and coordinates daily, weekly, bi-monthly or monthly management team meetings to discuss priorities and develop solutions with facility leaders such as census, collections, clinical health, survey readiness, customer service satisfaction, activity participation, etc.

Develops and maintains positive relationships with residents, employees, and family members through scheduled, deliberate positive interactions with them using face to face, phone, or other means of communication.

Evaluates work performance of department heads and maintains accountability across all departments in concert with Human Resources for expected performance outcomes in each respective department.

Facilitates, serves, attends or participates in various committees of the facility as necessary.

Knows and understands general nursing practices and procedures, OBRA regulations, Code of Federal Regulations, Appendix PP State Operations Manual, reimbursement processes, Life Safety Code regulations, applicable labor relations laws, and all other regulatory entities that may apply.

Understands, continues to learn, and teaches others about new CMS program initiatives such as value based purchasing programs like SNF-VBP, SNF-QRP, Quality Measures, Nursing Home Compare, Payroll Based Journal reporting, etc.

Ensures delivery of compassionate quality care and services across an interdisciplinary team approach as evidenced by adequate, and competent facility staff, employee turnover, general cleanliness, physical plant condition, and optimal resident functioning-physically and psychosocially.

Identifies and collaborates with members of the interdisciplinary team, physicians, consultants, and community agencies to identify opportunities for enhanced services to the residents and/or resolve issues.

Recruits talented, qualified individuals in conjunction with Human Resources to fill department head positions as a key factor in building and maintaining a strong and capable team.

Performs rounds to observe residents and ensure overall needs are being met. Knows residents by name and sight. Practices management by walking around. Makes himself/herself available to employees at all levels by practicing an open door policy.

Knows employees across all departments, all shifts by name and makes himself/herself available periodically on a routine, scheduled basis across all three shifts to gain informal employee feedback.

Conducts periodic observations of in-service education to ensure staff members delivering the education are competent with the knowledge and skill set required to accomplish employee learning.

Promotes teamwork, mutual respect, and effective communication. Promotes positivity and active daily problem solving.

Leads budget development with department heads bi-annually.

Leads, in conjunction with the Business Office Manager, weekly or bi-monthly budget compliance meetings to ensure financial goals are met.

Reviews and interprets monthly financial statements and provides relevant information to the governing board.

Makes written and oral reports/recommendations to the governing board concerning the operation of the facility.

Leads, guides and directs facility readiness related to health inspection surveys, Occupational Safety and Health Administration (OSHA) surveys, and any other regulatory entity or requirement.

Ensures follow up is completed with any "mock" survey issues identified in preparation for health surveys, OSHA surveys, and any other regulatory requirement.

Ensures the facility's plan of correction response to any regulatory, inspection survey is completed, adequate, implemented and timely.

Communicates directly with residents, medical and nursing staff, family members, department heads and members of the interdisciplinary team to coordinate care and services. Responds and resolves complaints and concerns when necessary.

Manages and minimizes facility risk through a team approach to achieve desired outcomes in customer service, key performance indicators, employee retention and other areas as identified.

Coordinates and cooperates with the facility's liability insurance carrier and legal representative in the unfortunate event of litigation involving the facility.

Reads and stays informed regarding regulatory, business practices and other changes influencing facility outcomes; thereby, facilitating continued success for all.

Engages as a change agent for the facility when necessary.

Ensures resident incidents and concerns that rise to a reportable event such as alleged abuse, neglect, mistreatment, misappropriation, etc. are reported to the correct entity within the stated regulatory requirement.

Promotes and encourages an environment of trust among all employees related to the overarching goal of resident safety and abuse prevention.

Promotes safe work practices, safety rules, and accident prevention procedures to prevent employee injury and illness.

Delegates administrative authority, responsibility, and accountability to other staff personnel as necessary.

The Assistant Administrator takes direction in any of the above responsibilities assigned by the Administrator. In absence of the Administrator the Assistant Administrator will fulfill the above duties.

### **Additional Tasks**

- ❖ Treats all residents with dignity and respect. Promotes and protects all residents' rights.
- ❖ Establishes a culture of compliance by adhering to all facility policies and procedures. Complies with standards of business conduct, and state/federal regulations and guidelines.
- ❖ Follows appropriate safety and hygiene measures at all times to protect residents and themselves.

- ❖ Maintains confidentiality of protected health information, including verbal, written, and electronic communications.
- ❖ Reports noncompliance with policies, procedures, regulations, or breaches in confidentiality to appropriate personnel. Reports any retaliation or discrimination to HR or compliance officer.
- ❖ Reports any allegations of abuse, neglect, misappropriation of property, exploitation, or mistreatment of residents to supervisor and/or administrator. Protects residents from abuse, and cooperates with all investigations.
- ❖ Reports any occupational exposures to blood, body fluids, infectious materials, and/or hazardous chemicals in accordance with facility policy.
- ❖ Participates in all life safety and emergency drills and trainings. Fulfills responsibilities as assigned during implementation or activation of the facility's emergency plan.
- ❖ Reports work-related injuries and illnesses immediately to designated staff member.
- ❖ Follows established infection control policies and procedures.
- ❖ As a condition of employment, completes all assigned training and skills competency.

### **Personal Skills and Traits Desired/ Physical Requirements/Working Conditions**

- ❖ Ability to read, write, speak and understand the English language.
- ❖ Ability to deal tactfully with personnel, residents, family members, visitors, government agencies/personnel and the general public.
- ❖ Must have patience, tact, and willingness to deal with difficult residents, family and staff.
- ❖ Must not pose a threat to the health and safety of other individuals in the workplace.
- ❖ Must be able to move intermittently throughout the workday.
- ❖ Meets general health requirements according to facility policy, including medical and physical exams and checking immunity status to various infectious diseases.
- ❖ Ability to work beyond normal working hours and on weekends and holidays when necessary.
- ❖ Ability to assist in evacuation of residents during emergency situations.
- ❖ Ability to bend, stoop, kneel, crouch, perform overhead lifting and perform other common physical movements as needed for the position.
- ❖ May be subject to falls, burns from equipment, and/or odors throughout the day; encounter reactions from dust, tobacco smoke, disinfectants, and other air contaminants.
- ❖ Subject to exposure to infectious waste, diseases and/or conditions which include AIDS, Coronavirus, Hepatitis B, and Tuberculosis.
- ❖ May be subject to hostile or emotional residents, family members, visitors or personnel.
- ❖ Contributes to and exemplifies team work.
- ❖ Makes independent decisions when circumstances warrant such action.
- ❖ Possesses leadership, supervisory skills and willingness to work harmoniously with and supervise other personnel.
- ❖ Successfully follows oral and written instructions.
- ❖ Successfully relays information concerning residents, employees or any given subject matter.
- ❖ Willing to move intermittently throughout the workday.
- ❖ Willing to cope with the mental and emotional stress of the position.
- ❖ Communicates with medical, nursing staff, and all departments.
- ❖ Accepts call-backs during emergency conditions.
- ❖ Works in office and throughout the facility.
- ❖ Willing to work to task completion in spite of frequent interruptions.
- ❖ Works beyond 9-5pm (normal working hours). May work weekends, and holidays when necessary. On call 24 hours per day, 7 days per week.

**Universal Precautions Risk Classification Categories:**

1. Task may involve exposure to blood and/or body fluids.
2. Tasks do not involve contact with blood and/or body fluids but could result in performing category 1 task.
3. Task do not involve any risk of exposure to blood or body fluids.

\*The classification for this position is a **Category 2**.

**Compliance as a Condition of Employment and Performance Appraisal**

Agreement to abide by all standards, policies, and procedures of the facility, including the facility's compliance and ethics program, is a condition of employment. Compliance will be a factor in evaluating job performance. Violations, including failure to report violations, will result in disciplinary action, up to and including termination.

This job description is intended to convey the general scope of the major duties and responsibilities inherent in this position. Other tasks not listed here may be assigned by the Board of Managers, Board of Directors, and/or President of the company. Periodic revision may be necessary to reflect changes in expectations placed on long term care by various governmental agencies. This job description will be reviewed and/or revised annually and as needed.

Individual performance will be evaluated using the following scale:

1. **Unsatisfactory:** Achieves results which are far less than the standards identified for the performance factors rated.
2. **Needs Improvement:** Achieves results which are less than the standards identified for the performance factors rated. Exhibits the potential to become a competent performer. May be new to job or need skill development.
3. **Meets Standards:** Achieves results which meet the standards identified for the performance factors rated. This rating is the expected level of performance.
4. **Exceeds Standards:** Achieves results which usually exceed the standards identified for the performance factors rated.

**Reasonable Accommodation Statement**

Consistent with the Americans with Disabilities Act (ADA) and Alabama Civil Rights Laws, it is the policy of Generations of Red Bay to provide reasonable accommodation when requested by a qualified applicant or employee with a disability, unless such accommodation would cause an undue hardship. The policy regarding requests for reasonable accommodation applies to all aspects of employment, including the application process. If reasonable accommodation is needed, please contact Human Resources.

**EMPLOYEE ACKNOWLEDGEMENT**

I have read the above job description and understand the requirements and expectations of the position of Administrator at *Generations of Red Bay*.

\_\_\_\_\_

Employee's Signature

\_\_\_\_\_

Date

\_\_\_\_\_

Chief Operations Officer's Signature

\_\_\_\_\_

Date