

DELLWOOD GARDENS

POSITION DESCRIPTION

Position Title: Admissions & Resident Services Manager

Department: Administration

Supervisor: Assisted Living Director

PRIMARY PURPOSE:

To market and maintain census goals of Dellwood Gardens. Primary tasks include conducting tours, identifying current resident needs, providing resources for service coordination assessments, counseling, case management, as well as educational and supportive services to residents in need of help to maintain independence and self-sufficiency.

QUALIFICATIONS:

- Four-year degree in relevant field required.
- Social Work and/or Marketing experience preferred.
- At least three years' experience in a similar position.
- MN driver's License.

OTHER SPECIALIZED KNOWLEDGE AND ABILITIES:

This position requires the incumbent to have:

- Knowledge of federal, state, and local regulations and statutes that pertain to home care.
- Expertise in working with older adult populations.
- Ability to market in support of meeting and maintaining census and retention goals.
- Excellent communication skills; written and verbal: to be able to read aloud, speak in front of groups and formulate ideas on paper.
- Organizational skills.
- Able to work irregular hours, occasional weekends and evenings.
- Possess leadership/supervisory skills.

ESSENTIAL JOB FUNCTIONS & TASKS:

JOB FUNCTION: Assist in maintaining optimal census of the company.

Tasks:

- Continuously monitor and ensure a prompt response to residents.
- Track inquiries and referrals of applicants.
- Develop and maintain waiting lists and/or interest list.
- Select, approve, and certify residents in compliance with regulatory agencies and standards set by Dellwood Gardens.
- Continuously maintain positive connections and relationships with neighborhood agencies, organizations, and individuals to ensure optimal marketability.
- Meet and provide information to prospective residents.

- Ensure residents maintain admission criteria, reassess, and recommend alternative placement if necessary.
- Lead through admission process with residents and assist them during transition period.
- Upon discontinuation of services, process all needed information in a timely manner and pass on to other staff as needed.
- Support planning, coordination, and execution of resident move-ins and move-outs.

Job Function: Provide resident services support and address needs for programs and services of a challenging and diverse resident population.

Tasks:

- Make recommendations for financial, social, and personal needs of the residents.
- Be receptive to residents' questions, comments, complaints, and service requests taking prompt corrective action. Directs problems to the Assisted Living Director as needed.
- Take appropriate action in case of emergency.
- Inform residents of rights, responsibilities, policies and procedures.
- Support the efforts and activities of the residents, resident meetings and other resident groups.
- Recommend changes, improvements, new services and policies, etc. to the Assisted Living Director as appropriate to ensure optimal, high quality operations.
- Respond to a wide variety of resident and family requests, needs, and situations and provide resources and options.
- Empower residents to make decisions for themselves to the greatest extent possible.
- Continuously assess residents' needs and strengths.
- Serve as a designated reporter (Vulnerable Adult Protection mandated reporter).
- Maintain, at all times, privacy and confidentiality of resident, resident's records and resident living environment.
- Demonstrate ability to work with autonomy, operating with the ability to make in-the-moment management decisions, acting appropriately on behalf of the company and following through to achieve resolution.

JOB FUNCTION: Participate and function effectively as a team member.

Tasks:

- Develop and maintain positive working relationships with Assisted Living Director and all other Dellwood Gardens staff, including providing backup to other staff as needed.
- Articulate information regarding residents to the team.
- Provide work direction and training for interns or volunteers when needed.
- Provide proactive, constructive participation in staff meetings, committees, etc.
- Assist other departments with special events and family functions.
- Be compassionate and work with tact and ethical awareness.
- Be flexible and adaptable to changing situations.
- Respond appropriately to safety hazards, fire drills and other emergency situations.
- Report injuries to self, residents or visitors immediately to Assisted Living Director.

- Communicate regularly with the Assisted Living Director to discuss problems and possible solutions.
- Assist with other duties as assigned.

Job Function: Provide office and administrative support.

Tasks:

- Retrieve phone messages and answer phones regularly, taking messages as needed.
- Establish proper formatting techniques and grammar when typing documents.
- Maintain confidentiality of all material.
- Support CRM and ServiceMinder prospect and resident data entry.
- Assist with program or meeting arrangements for special functions.
- Maintain resident files, apartment files, and appropriate documents as required by management both monthly and yearly.
- Keep Assisted Living Director informed and advised of needs and problems.
- Copy and fax materials as needed.

JOB FUNCTION: Complete essential paperwork.

Tasks:

- Prepare, record, submit and maintain accurate and timely correspondence and paperwork regarding resident data, billing information, and assessment/evaluations.
- Keep accurate marketing records and turn in information to the Assisted Living Director monthly.
- Communicate and document resident data to staff as needed.
- Responsible for operating within budget guidelines.
- Document as required.

POSITION CONTACTS:

- This position reports to and is supervised by the Assisted Living Director.
- Develop good working relationship with entire on-site staff.
- Support the Mission of Dellwood Gardens and establish good working relationships with Executive staff.
- Establish positive relationships with residents.
- Establish positive relationships with guests, vendors, and surrounding community.
- Actively participate in professional associations related to the job.

PHYSICAL AND MENTAL REQUIREMENTS

General Strength

Light Work: Lifting 20 lbs. max. w/ frequent lifting and/or carrying of objects up to 10 lbs.

Use this scale to rate frequency of occurrence for each variable in tables below.

- N = Never** Not part of job requirements
- S = Seldom** Not daily, but included 1-3 times per week
- O = Occasional** Done intermittently throughout day or week, but not more than 33% of the day or week.
- F = Frequent** Done at longer intervals throughout the day or week, 34%-66 % of the day or week.
- C = Continuous** Done without interruption throughout the day or week, 66%-100% of the day or week.

PHYSICAL FACTORS

	Frequency (check one)					Comments (reference essential function)
	N	S	O	F	C	
1. Standing			✓			
2. Walking a. on uneven ground		✓		✓		
3. Sitting					✓	
4. Pushing Force		✓				Lbs. 50 Distance: 50 yards
5. Pulling Force		✓				Lbs. 50 Distance: 50 yards
6. Lifting (heaviest weight) a. from floor b. from table c. overhead			✓ ✓ ✓			Lbs. 20 Lbs. 20 Lbs. 20
7. Carrying			✓			Lbs. 10 Distance: 50 yards
8. Climbing a. stairs b. ladders c. scaffolds	✓		✓ ✓			
9. Balancing a. narrow surfaces b. slippery surfaces c. moving surfaces	✓	✓ ✓				
10. Stooping/bending			✓			
11. Kneeling			✓			
12. Crouching/squatting			✓			
13. Twisting/turning			✓			
14. Crawling		✓				
15. Restraining		✓				
16. Reaching a. above shoulder b. below shoulder c. at shoulder			✓ ✓ ✓			

17. Neck motions a. static positions b. flexion c. extension d. rotation				✓ ✓ ✓ ✓		
18. Controls		✓				Hand-Arm Foot-Leg
19. Handling a. simple grasping b. firm grasping c. pushing and pulling			✓ ✓ ✓			One Hand Two Hands One Hand Two Hands One Hand Two Hands
20. Fingering a. fine manipulation b. writing c. keying/typing				✓	✓ ✓	
21. Driving a vehicle		✓				
22. Other physical demands (describe)						

SENSORY FACTORS

	Frequency (check one)					Comments (reference essential function)
	N	S	O	F	C	
1. Feeling/touching			✓			
2. Talking					✓	
3. Hearing					✓	
4. Tasting/smelling				✓		
5. Seeing a. near vision (reading) b. near vision (20 inches or less) c. far vision (20 feet or more)					✓ ✓ ✓	
6. Other (specify)						

ENVIRONMENTAL CONDITIONS

	Frequency (check one)					Comments (reference essential function)
	N	S	O	F	C	
1. Work setting a. inside b. outside		✓			✓	
2. Extreme cold		✓				
3. Extreme heat		✓				
4. Wet and/or humid		✓				
5. Exposure to blood		✓				
6. Exposure to body fluids		✓				
7. Exposure to infectious disease		✓				
8. Loud noises		✓				
9. Vibrations		✓				
10. Atmospheric conditions a. fumes/odors b. poor ventilation c. grease/oil d. dust e. gases f. other		✓ ✓ ✓ ✓ ✓				
11. Moving mechanical parts		✓				
12. Radiation	✓					
13. Caustic chemicals (describe/list) a. Cleaning fluids b. c.		✓				
14. Latex products		✓				
15. Wearing respirator		✓				
16. Exposure to poisonous plant	✓					
17. Exposure to insect/animal		✓				

18. Other (describe below) a. b. c. d.						
--	--	--	--	--	--	--

MENTAL REQUIREMENTS Do the essential job functions require the ability to do any of the following on a **regular** basis? Check the appropriate box for each item and describe as applicable.

	Yes	No	Comments (provide description)
1. Resident/public contact- indicate percent of time of the work week	✓		75%+
2. Reading- describe level (e.g., technical, grade level of materials used, etc.)	✓		College reading level
3. Writing- written communications required	✓		College writing level
4. Simple arithmetic problems	✓		High school math
5. Mathematics- calculations requiring formulas	✓		College level math
6. Weighing and/or measuring- precise and accurate		✓	
7. Attentiveness duration, maintaining constant alertness	✓		
8. Attentiveness intensity, concentration required for accuracy	✓		
9. Short-term memory recall 2-3 days	✓		
10. Long-term memory recall from past education or event	✓		
11. Directing, controlling or planning activities of others	✓		
12. Transferring knowledge to unique situations complex problem solving	✓		
13. Influencing people in their opinions, attitudes and judgments	✓		
14. Performing multiple tasks concurrently	✓		
15. Showing capacity for self-expression, feedback, teamwork	✓		

16. Working alone or apart, in physical isolation, from others	✓		
17. Attaining precise set limits, tolerances and standards	✓		
18. Working under unusual time constraints or set productivity standards	✓		
19. Shift work other than day hours or variable start times	✓		
20. Ability to problem solve simple data gathering, selecting from known options	✓		

Admissions & Resident Services Manager

This Job Description is not an exhaustive list of all skills, responsibilities, or efforts associated with a job. They reflect principal job elements essential for performing the job and evaluating performance.

This document does not create an employment contract, implied or otherwise, other than an “at will” relationship.

I, _____, have read the Admissions & Resident Services Manager job description and fully understand the conditions set forth therein, and I will perform these duties to the best of my knowledge and ability.

Admissions & Resident Services
Manager Signature

Date

Assisted Living Director Signature

Date