

Lutheran Services Carolinas

Job Description

Job Title: Director of Resident Services

Supervisor (title): Executive Director

Department: Admissions/Marketing

Approved by: M. Lura 

Date: 12/12/2018

Position Purpose/Summary:

The Director of Resident Services will assist the Executive Director with the overall operation in accordance with facility goals and objectives. The Director of Resident Services will be responsible for the health and well-being of residents, the supportive projects as assigned by the Executive Director, and the marketing of Assisted Living.

Essential Functions:

1. Respond to the needs of the residents and consult with the Executive Director, Health Services Supervisor, and RN regarding health or unusual issues, and hospitalization of residents.
2. Participate in assessments of residents or assign to Health Services.
3. Arrange for family coordination regarding special services through Home Health agencies or Health Services Supervisor and RN.
4. Maintain resident records.
5. Interface with residents, families, and staff during resident transitions.
6. Liaison with the Lutheran Home and/or other nursing homes' admissions/social work departments to assist residents with their needs in the continuum of care.
7. Communicate with Chaplain regarding any circumstances where spiritual intervention may be helpful.
8. Track ongoing resident census, changes in resident status, and related resident data as needed. Communicate status changes to business office.
9. Process refunds of entrance fees as stated in the Residency Agreement. Document and communicate to the business office charges/credits (other than monthly fees) for resident's monthly statements.
10. Coordinate resident room relocation; room updates, such as painting or flooring.
11. Assist with front desk duties.
12. Plan social events and trips, and accompany residents on out-of-town trips.
13. Assist the Marketing department with special events; and coordinate seasonal decoration for building.
14. Recommend revisions to the Residency Agreement and Resident Handbook, and uphold both when communicating with residents.
15. Coordinate significant events such as birthdays, illnesses, condolences, etc., by informing the resident Good Neighbor Committee and Chaplain to ensure appropriate recognition.
16. Other duties as assigned.

Supervisory Responsibilities, if any: *(The scope of the person's authority, including the positions that report to the incumbent.)*

NONE

Qualifications (Minimum Job Requirements): *The requirements listed below are representative of the knowledge, skill, and/or ability required for the job:*

Education: H.S. diploma.

Experience: Minimum 3 years experience in the field or related area. Proven ability in business and personnel procedures. Proficient in Microsoft Office products.

Specific skills/abilities: Ability to relate comfortably with senior residents and outside customers. Ability to articulate ideas clearly and professionally in both a written and oral manner; Ability to interpret and apply mathematical figures.

Specialized knowledge, licenses, etc.: CPR training

Preferences (Optional):

1. Bachelor's Degree in social service, marketing, or related field.
2. Experience in health care services and/or marketing functions.

Working Conditions/Physical Requirements:

1. Working conditions sometimes unpredictable.
2. Exposure to frail residents in varying states of health.
3. Exposure to occasional toxic odors.
4. Occasional use of personal vehicle may be required.

This job description is not an employment contract. Lutheran Services Carolinas reserves the right to alter the job description at any time without notice.

Employee Signature

Date

Supervisor Signature

Date

Employee signature constitutes employee's understanding of the requirements, essential functions, and duties of the position.