



Job Title: Regional Director of Operations

Location: Corporate Office – Norwood, MA 02062

Hours: Full Time

Job Summary:

The Regional Manager is responsible for the day-to-day operations of multiple communities overseeing planning, development, implementation, evaluation and improvement of program services; management of staff, financial execution and the delivery of high-quality service for residents, families, and associates.

Job Responsibilities:

Management/Financial

- Supervises and supports the Executive Director(s) and or Assistant Executive Director(s) at assigned communities.
- Supervises Department Heads in all community departments in the assigned communities.
- Maintains ongoing compliance with appropriate local, state, federal, regulatory, and/or accrediting body standards. Ensures that the community is prepared for inspection by regulatory agencies through regular auditing and updating of community policies and procedures, medical records documentation, environmental standards, etc.
- Maintains monthly financial reports and provides explanation for variances.
- Oversees departmental budgets and provides guidance to department heads on how to meet budgetary guidelines.
- Ensures account receivables are collected on a timely basis.
- Optimizes all opportunities to generate revenue, and ancillary revenue.
- Maintain and increase occupancy in accordance with budget.
- Actively promotes staff participation and involvement in the day-to-day operation and decision making. Promotes team building through participation and/or leadership at regular staff meetings. Provides ongoing support, direction, supervision and feedback regarding job performance of all staff
- Communicates with associates to ensure they are fully informed regarding any questions that might be asked by residents, families and prospective residents and families.

Resident Care:

- Assures high quality services needed and desired by residents.
- Ensures resident's rights are protected.
- Ensures staff, residents and families are educated about resident rights.
- Works with Sales and Resident Services Departments in coordination of move-in process to ensure leases and resident service plans are coordinated and properly carried out.
- Responds to family, resident and associate requests in a timely and friendly manner.
- Acts as liaison between management, residents and families.

- Gather competitive market analysis data and maintains a detailed competitor comparative analysis (including rates, apartment sizes, services, and amenities).
- Ensure use of MOVE-N database within community is timely and accurate.
- Ensures that the building shows a positive first impression.
- Works with all Directors to resolve any community presentation issues.
- Maintains or grows occupancy to maximum levels.
- Meets monthly budget targets, with any variances to be discussed with the Vice President of Operations.
- Works collaboratively with department heads to emphasize the team's role in sales and participation in the community Marketing Action Plan and Sales Action Plan.

Sales/Marketing:

- Plans and executes pre-opening and existing community sales goals related to metrics and move in's. Works with team to achieve and exceed budgeted occupancy expectations.
- Represents HallKeen Assisted Living and its communities in public settings.
- Works within local community promoting HallKeen and its communities.
- Ability to generate leads and close sales; completes tours and sales related tasks as needed.

Compliance & Safety:

- Enforces OSHA regulations and safety procedures.
- Ensures full compliance with all laws and regulations related to the operation of an assisted living facility.
- Ensures all associates are trained in emergency preparedness on an on-going basis.

Communication:

- Possess a sincere passion for working with our senior population.
- Promote HallKeen in a positive manner and effectively communicate the organizations values to residents, visitors, and associates.
- Articulate goals and expectations clearly and concisely.
- Works collaboratively with senior leaders and the corporate office.

Minimum Qualifications:

- Minimum Bachelor's degree in related field.
- 5+ years of experience as an Executive Director in Assisted Living
- Experience operating more than one community.
- Excellent customer service and public relations skills.
- High integrity, emotional intelligence and uncompromising ethics
- Experience working with seniors and those with memory care needs.
- Proven record of identifying and developing professional referral sources.
- Demonstrates proficiency in:
 - Microsoft Office
 - Talent Review Tool
 - One-Site Accounting and Budgeting
 - Sales Database Software

Required Behavior:

- Must be capable of lifting up to 50 pounds while carrying, pushing, or pulling
- While performing the duties of this job, the employee is regularly required to sit, walk, climb stairs, push wheelchairs, stand, stoop, kneel, bend, crouch, reach with hands and assist residents with transfers

Miscellaneous:

- Required to work weekends and holidays as assigned.
- May be required to work extended work hours.
- Subject to exposure to infectious waste, diseases, conditions, etc.
- Could be subject to hostile and emotionally upset residents due to mental status.
- Criminal background check required.
- Could be asked to submit to random drug test during employment.

Benefits:

Full time position offers a competitive benefit program to include Medical, Dental, Vision, Health FSA, Dependent Care FSA, Short-Term Disability, Long Term Disability, Life Insurance, Home and Auto Discount program, Vendor Discount Program, 401(k) with matching contribution, Accrued Vacation, Sick, and Personal time and Paid Holiday Benefit. Employee referral bonus, and resident referral bonus.

**To apply or refer a qualified applicant please send resume to Laura Holmes at
LHolmes@hallkeen.com**