



Job Title: Divisional Director of Resident Care

Location: Norwood, MA 02062

Hours: Full Time

Job Description:

The Divisional Director of Resident Care supports the entire portfolio in clinical guidance, process and systems management, and leadership. The Vice President of Resident Services along with Regional nurses will provide direct support and guidance to the Executive Directors and Resident Care Directors of each community.

Job Responsibilities:

- Communicates appropriately to Chief Operating Officer on areas of significant concerns, risk and events within the portfolio through proper investigation and follow-up.
- Oversees the development and implementation of new policies and procedures, which reflect adherence to corporate and external regulatory guidelines to ensure care and services rendered to residents is clinically appropriate and promotes optimum efficiencies. Reviews new regulatory directives and implements changes as needed.
- Develops, implements and maintains compliance with assisted living and memory support safety and clinical standards.
- Develops, implements, and leads company's quality assurance program, and develops benchmarks, and monitoring measures to ensure compliance.
- Ensures compliance with resident rights policies and works to resolve resident grievances.
- Monitors and analyzes resident care data and serves as a member of the leadership team responsible for the overall strategic direction and management of clinical strategies and resident activities.
- Assist in coordinating actions plans to minimize liability and risks as a result of conducted compliance surveys.
- Participates in State and Federal surveys and compliance investigations. Reports findings of State and Federal surveys to Chief Operating Officer.
- Supports and follows up with communities in identifying trends and assists in the development of corrective action plans and troubleshooting resolutions.
- Schedules site visits to provide supervision, clinical expertise, ensure communication, and to monitor the overall operation of the clinical services department.
- Reviews all potential move-outs. Reviews all potential move-in denials prior to any communication with prospective resident or family member.
- Provide in-service training and orientation to community staff regarding survey process, risk management, corporate compliance, performance improvement, etc.
- Participates in the clinical review of residents as needed.
- Audits level of care assessments for accuracy and compliance
- Participate in the interview and selection process and orchestrate onboarding for community Director positions.
- Perform other duties as assigned.

- 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.
- 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

Minimum Qualifications:

- Licensed Registered Nurse in good standing.
- Bachelor of Science in Nursing required.
- Ten (10) years' nursing experience.
- Five (5) year nursing management experience.
- Maintains knowledge of regulatory compliance in HKAL Operating states
- Experience in assisted living, home health or long-term care industries.

Required Behavior:

- Strong written and verbal communication skills, strong teamwork skills and positive community relations skills. Excellent grammar, and punctuation skills. Self-motivated and has the ability to work as a team and make decisions. Utilizes time effectively to complete unfinished tasks within office organization. Able to work well under pressure, resolve conflicts, prioritize tasks, and follow through with ideas. Excellent organizational and time management skills, detail oriented. Pleasant, professional, and personable.
- 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

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