



**Job Title: Resident Care Director**

**Location: River Mills Assisted Living at Chicopee Falls, Chicopee, MA 01020**

**Hours: Full Time**

**Job Description:**

The Resident Care Director (RCD) is responsible for administration of all care and wellness services. Directs, plans, and coordinates services activities of professional nursing and auxiliary nursing personnel in rendering resident care. Interprets policy and regulations to all nursing personnel and ensures compliance with all aspects of care, new admissions, staffing, training, policy and documentation. Analyzes and evaluates nursing and related services rendered to ensure quality of resident care. The RCD assumes primary responsibility for providing oversight of resident health care service plans, nursing assessments for new and existing residents, overall medication delivery system, coordination of in-service training for the Resident Care Department and management of the staff and scheduling. The RCD contributes directly and positively to the team approach to quality resident care by attending to and assisting with a variety of physical, emotional and social needs to help residents maintain their highest and safest level of independence possible while

**Job Responsibilities:**

- Provides wellness nursing services to residents such as;
  - Resident Teaching
  - Wellness counseling
  - Health Promotion
  - Disease Prevention
  - Provision of care and services to residents whose conditions are chronic and stable
- Aware and knowledgeable of the federal and state laws and regulations regarding assisted living/memory care and the regulations of the state's nursing commission; ensures and maintains regulatory compliance with all such regulations.
- Facilitates, with high integrity, the overall coordination and management of care and services for residents and provides supervision of the Resident Services Department through the following:
  - Move In Process
    - Pre move-in assessments, review of paperwork and initial Service Plan Development
  - Assessment and Service Plan
    - Identify needs for additional assessment, health monitoring or other coordination of care needs
    - Service Plan review Process
    - Coordinate residents health care in collaboration with residents, families and outside health care agencies, including referral when indicated

- Conducts regular Service Plan Reviews with resident families, including meetings with responsible parties and including appropriate staff whenever changes in care levels occur.
  - Staff Training, Education and Supervision
    - Coordinates and participates in initial job specific orientation and training through routine review of training documents, in accordance with policies and procedures
    - Coordinates and conducts continuing training and education on a regular basis, as identified through routine auditing
    - Reviews documentation and communication of Resident Care Services associates
    - Supervises assigned personnel in the delivery of assistance with activities of daily living.
  - Proper, Accurate Documentation
  - Delegation
    - Provides Nursing delegation, in accordance with state regulations and Community policy.
    - Available after-hours for issues related to current residents' needs; may be required to come into the Community or conduct offsite assessment at these times.
  - Infection Control
    - Maintains compliance with Community policies on Immunizations and Infection Control.
  - Quality Assurance
    - Completes routine auditing of all Resident Care systems, in accordance with Resident Care Services Review Schedule and all other associate QA tools
- Responsible for monthly Resident Care staffing schedule. Available after-hours, on-call, related to Resident Care
- Provides weekly reports to Executive Director, regarding any issues associated with the provision of core services, and the managed residential community.
- Responsible for meeting budgeted department expenses and labor hours, with any variances to be discussed with the Executive Director
- Participates in other Resident Care Services and Community related duties, as assigned by the Executive Director
- Understands, follows and enforces HallKeen safety practices and procedures.
- Understands, follows and enforces all practices and policies by HallKeen in order to comply with all applicable assisted living and labor requirements both state and federal as applicable
- Communicates effectively, warmly and respectfully with residents, families, professionals, community guests, and all HallKeen associates
- Able to work various schedules and shifts as needed or assigned
- Meet requirements to maintain license and certification as well as meeting all orientation and training requirements by HallKeen
- Understands, manages and ensures compliance with all applicable guidelines and regulations associated with Elder Affairs, assisted living, PACE, MassHealth and others as necessary.

**Education/Experience/Licensure/Certification:**

- RN (preferred) or LPN with current license to practice in the state of Massachusetts
- Two to five years' experience as a Resident Care Director in assisted living required
- Experience with and passion for working with seniors
- Able to demonstrate high level of service delivery including what is necessary to prioritize resident/community needs, properly analyze and rectify service issues and ensure satisfaction

- Ability to maintain positive working relationships with residents, their families, peers and other staff members.
- In good physical and emotional health and free of communicable diseases.

**Physical Requirements:**

- Physically able to bend, reach and work in small areas
- Physically able to push and pull and lift up to 50lbs at times.
- Physically able to stand or work on hands and knees for extended periods of time
- Physically able to push and pull equipment and furnishings

**Miscellaneous:**

- Could be subject to exposure to infectious waste, diseases, conditions, etc. including HIV, AIDS and Hepatitis B & C viruses and to hostile and emotionally upset residents due to mental status
- Pre-employment background and criminal check required

**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.

**If you are interested in applying or know someone to refer for the position please e-mail resume to Cathy Ballini at [cballini@hallkeen.com](mailto:cballini@hallkeen.com)**