



Job Title: Memory Care Community Manager

Location: Sunapee Cove Assisted Living and Memory Care Sunapee, NH 03782

Hours: Full Time

Job Summary:

The Memory Care Community Manager is responsible for the overall care and wellbeing of the residents on the unit in conjunction with the RCD. This is facilitated through appropriate care planning and staffing of the unit, with oversight and verification of service delivery.

The Memory Care Community Program Manager and Memory Care Community Manager work hand in hand to encourage memory impaired residents to enjoy a life of meaningful encounters and joyful moments, fostering friendships, and allowing for freedom of movement within a safe and nurturing neighborhood setting.

The Memory Care Community Manager, in conjunction with the Resident Care Director, are responsible for the orientation, onboarding, and continued training of special care unit curriculum for all staff working on the unit.

The Memory Care Community Manager will work in conjunction with the RCD for the training of all community staff on memory care related issues.

Duties and Responsibilities:

The following essential functions are the fundamental job duties of the position to be completed with or without appropriate reasonable accommodation.

- Assists the Resident Care Director in the oversight of the special care unit, both from a staffing as well as a resident care planning perspective.
- Complete daily medication passes for all MCC residents during scheduled shifts.
- Assists the care staff on the floor with resident ADL's and other tasks as needed.
- Assists the RCD, or when directed, directly performs assessments, re-assessments, and development of service plans for memory care residents.
- Assists the RCD in orientation, on-boarding, and ongoing training of staff in regard to memory care needs and Touchstone program.
- Review staff sign offs to ensure care is being delivered in accordance to service plans.
- Conducts ongoing oversight and follow up of documentation to ensure completeness and accuracy.
- Compose and complete incident reports and ensure appropriate notifications and follow ups are made.
- Continuously monitor residents to ensure care panning is accurate and conducive to resident's needs.
- Perform and review regular lookbacks of resident records and cross reference with their current status to ensure subtle changes are also accounted for in care planning.
- Ensure care logs and internal communication are being utilized correctly and thoroughly with appropriate follow up and documentation.
- Meet Monthly with Program Director and lead staff to review at risk residents and funnel information up to RCD for facility wide at-risk meeting.
- Meet weekly and as needed with RCD to review staffing/resident issues.
- Communicate directly with Healthcare Providers and Family members as needed.
- Oversees the Memory Care Community Re, by implementing the philosophies and policies of the program, and ensuring that all staff understands and follows the procedures, goals, and objectives of the program.

- Actively participates in the assessment process of all MCC residents, and the development and implementation of an individualized service plan reflecting the individual's needs, interests, and capacities. Is able to effectively communicate this information to staff, in order to foster relationships, create meaningful moments, and to promote a sense of community contribution.
- Documents as regulated by the local, state or federal regulations, and as needed to document overall participation in neighborhood life, alterations in cognition or behaviors, unexpected events, involvement with outside services, family meetings/concerns, changes in condition, etc. This documentation shall meet the requirements of local, state and federal regulations.
- Establishes and maintains an effective Touchstone orientation and in-service program, enabling all community staff to interact effectively and sensitively to residents with memory impairment, throughout the community. Provides group and individual coaching to members of the MCC team as new residents move in, and as needs arise.
- Assists in the training, supervision and evaluation of care staff who participate in the MCC program, or those otherwise that come in contact with MCC residents throughout the community.
- Communicates regularly with family members of MCC residents, and as special circumstances arise. Is receptive to family concerns with sensitivity and openness, and responds in a timely fashion. Involves family members in the assessment process and development of service plan, especially when there is a change in the level of care. Documents, as appropriate, in the progress notes. Reaches out to family members for observations and input on MCC Program.
- Promotes and maintains a safe environment for all community residents, in order to minimize the potential for accidents and/or fire. Further, adheres to the legal, safety, health, fire, and sanitation codes by having a thorough understanding of the Department of Health and Human Services regulations regarding a Memory Care Neighborhood.
- Promotes an unconditional "residents-first" approach in all daily encounters, ensuring that all residents and families receive the highest quality of service in a nurturing, compassionate, and positive fashion at all times, recognizing individual's rights, independence, and needs.
- Conducts him/herself in a professional manner at all times.
- May perform other duties as assigned.

Minimum Qualifications

- Must be LPN/RN/LMNA
- Must be qualified by experience and/or training to develop and implement a therapeutic & meaningful program that addresses the special needs of residents with memory impairment and promotes dignity, respect, and a sense of community participation and worth.
- Should demonstrate a solid history and understanding of the issues of aging, specifically those with Alzheimer's disease and related memory disorders.
- Must be able to read, write, and understand the English language, and communicate it effectively to others.
- Must agree to take the CDP training course within 6 months of hire to this position.

Required Behavior

- Appearance is neat, clean, and according to dress code.
- Able to demonstrate a high level of service delivery; does what is necessary to ensure customer satisfaction; deals with service failures and prioritizes customer needs.
- Able to clearly present information through the spoken word; reads and interprets complex information; talks with residents, family members and customers; listens well.
- Able to communicate with others in a warm and helpful manner while simultaneously building credibility and rapport.

- Able to work cooperatively with a group of people to achieve goals and objectives.
- Able to be tactful; maintains confidences, and fosters an ethical work environment; prevents inappropriate behavior by coworkers; gives proper credit to others; handles all situations honestly.
- Able to keep an open mind and change opinions on the basis of new information; performs a variety tasks and changes focus quickly as demands change; manages transitions effectively from task to task; adapts to varying customer needs.
- Willingness to communicate upwards to keep all supervisors apprised of MCC needs/issues.
- Willingness to communicate to all staff in a manner that they can understand and implement.

Physical Demands

- Physically able to move at least 50 lbs. without assistance.
- Physically able to bend, reach, and work in small areas.
- Physically able to push and pull equipment and furnishings.
- Physically able to stand and to work on hands and knees for long periods of time.

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 Melissa D'Angelo at mdangelo@hallkeen.com