



Job Title: Memory Care Director

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

Hours: Full Time

Job Summary:

The Memory Care Director is responsible for planning and implementing a specialized program for residents with memory disorders and dementia. The purpose of the program is 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. He/she is responsible for hiring, training, and supervising staff and volunteers to work in the Connections Memory Support Neighborhood.

Duties and Responsibilities:

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

- Oversees the Connections Program, 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. Accepts responsibility for the program, and ensures consistent operation of the program throughout 24 hours/ 7 days weekly. Is responsible for maintaining an adequate staffing schedule to meet the needs of the residents. This may require adjusting your hours to accommodate the needs of the program.
- Is responsible for the appearance of the Neighborhood, and reports any housekeeping or maintenance concerns to the Maintenance Director, or delegated person. Assures that the Neighborhood is clean and tidy, uncluttered, and free from odors.
- Produces a quality newsletter and monthly calendar of activities and special events. Monthly calendar is posted appropriately to enable all residents to read, as well as a specific daily listing of activities, that reflect the individual needs, interests, and capacities of the Neighborhood residents.
- Develops and ensures implementation of a meaningful Connections program for all residents that includes the standards and values of the S.T.A.R. Program, that creatively addresses the intellectual, physical, cultural, social, and spiritual needs of individual Neighborhood residents. This includes promoting moments of meaningful participation that foster self-esteem, personal achievement, and a sense of community involvement. Participates in appropriate outings, and assures safety of all residents on such outings.
- Provides resources/supplies for the special interests of individual residents, when possible, that stimulates and foster independence and sense of personal fulfillment.
- Actively participates in the assessment process of all Connections residents, and the development and implementation of an individualized service plan, that reflects 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 the resident files with at least monthly progress notes, 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 Executive Office of Elder Affairs.
- Is actively involved in the assessment process of all Connections residents, and the subsequent development and implementation of a comprehensive individualized service plan. Is able to effectively communicate this information to the direct care staff in order to care for the residents with confidence and compassion.

- Establishes and maintains an effective dementia/memory impairment 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 Connections team as new residents move in, and as needs arise.
- Trains, supervises, and evaluates volunteers and ancillary staff who participate in the Connections Neighborhood program, or otherwise come in contact with Connections residents throughout the community.
- Communicates regularly with family members of Connections 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 Connections Program.
- Participates in preparing the annual budget for the Connections Program. Maintains budgetary guidelines on a monthly basis, wherever possible not exceeding monthly spend-down accounts. Is mindful of staff overtime hours, and works to keep those hours at a minimum. Is able to account for any over-time hours to Executive Director.
- 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 Executive Office of Elder Affairs' regulations regarding a Special 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:

- A minimum of college degree or equivalent, by relevant experience, is required.
- 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.

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.

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 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.

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