



**Health Services Coordinator, RN – HSC**

**FLSA:** Exempt \_\_\_\_\_ **Reports to:** Community Manager \_\_\_\_\_  
**Supervises:** Resident Health Service Department \_\_\_\_\_ **Created/Revised:** April 2016 \_\_\_\_\_

**Core Values:**

<u>Philosophy</u>	<u>Integrity</u>	<u>Innovation</u>	<u>Compassion</u>	<u>Commitment</u>	<u>Expertise</u>
Always act with compassion and integrity – Red Carpet Treatment	Open and honest, can be trusted and accountable	Generate new ideas, think out of the box, embrace new ideas	Passion for what you do, caring and respectful.	Loyal, dedicated, committed to setting and attaining goals	Experienced, knowledgeable about our industry

**Job Summary:**

Work in partnership with the Community Manager to deliver the red Carpet Experience for Residents and team Members. Responsible for planning developing, organizing, implementing and directing people-centered care programs for all residents. Deliver and direct the company’s brand and program standards that enhances the physical, social, emotional, spiritual, and intellectual needs of residents. Ability to train and lead universal workers to deliver personal care and act in accordance with the five core values and four core principles. Provides coordination and direction of the resident care staff for assisted living and memory care, recommending the hiring or termination of staff within the unit under the direction of the Community Manager. Familiar with a variety of the field's concepts, practices, and procedures. Present in-services and act as a leader in all meetings and training sessions. Maintain resident files with all forms required by state law. Relies on extensive experience and judgment to plan and accomplish goals. Performs a variety of tasks. Leads and directs the work of others. A wide degree of creativity, initiative, autonomy and latitude is expected.

**Essential Functions:**

- Work in partnership with the community manager to lead community culture with compassion and integrity.
- Coordinate and implement the delivery of resident care.
- Complete assessments and write service plans for all current and prospective residents as required by company policies.
- Responsible for (EHR) Electronic Health Record.
- Be responsible for notifying doctor and resident/DPOA of any health concerns as applicable.
- Be responsible for documenting residents’ health concerns in Progress Notes.
- Be responsible for having EMAR prepared, accurately, monthly and as needed.
- Monitor medications for all residents who receive medication management every 30 days.
- Monitor PCC Clinical Dashboard multiple times per day for task and med documentation.
- Assure that appropriate medical information is relayed between shifts.
- Delegate and document tasks according to the healthcare manual and the Nurse Practice Act.
- Be responsible for overseeing all medication reminders and administration.
- Maintain and schedule adequate staffing. Recruiting, hiring, terminating, and supervising universal worker staff.
- Conduct health care related portion of the new hire orientation and onboarding.
- Train each new and existing employee, thoroughly, in his/her duties and in the Policies and Procedures, as they relate to their position.
- Complete 30-day and annual reviews for universal workers.
- Coach, mentor and council universal workers
- Present at In Service and lead/participate in morning stand up.
- Attend all mandatory meetings and required training.
- Be a part of the safety team and committees as assigned.
- Use and train on proper body mechanics.
- Be responsible for proper disposal of hazardous materials.

- Train on use of personal protective equipment, as required, and monitor staff for appropriate usage.
- Review and follow up on incident reports. Ensure incidents are documented and entered in PCC.
- Maintain and follow budget.
- Maintain inventory of nursing equipment and supplies and perform annual inventory of all items related to health care.
- Uphold confidentiality and Health Insurance and Portability and Accountability Act (HIPAA) regulations. Act as the community HIPAA compliance officer.
- Comply with all state regulations as they apply to assisted living certification.
- Carry your own personal professional liability insurance
- Assure 24-hour, 7-days per week on-site coverage to respond to calls for urgent assistance from residents of the Community, and to respond to fire alarms or other emergencies.
- Other Duties as assigned.

#### **Desired Skills and Experience:**

- 2 years' experience in working with persons with dementia including leading groups, creating social interactions, assistance with ADLs.
- Experience assessing resident needs and developing approaches to reduce discomfort / enhance daily well-being.
- Must be able to relate professionally and positively to Community staff and to work cooperatively with associates of all levels and to represent community's resident and resident service program in the local community.
- Experience in direct management in providing long term care.
- Must meet state regulatory requirements, if any, for the position. Demonstrated abilities in organization and effective interpersonal skills.
- Ability to periodically travel overnight.
- Ability to work flexible schedules in 24 hour operation including weekends.

#### **Required Education and Experience:**

- RN – Registered Nurse, current state of employment.
- 4 years' health care management experience in retirement communities
- Must have had experience managing six people or more.

#### **Qualifications:**

The physical demands described below are representative of those that must be met by an individual to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this Job, the employee is regularly required to walk; sit and talk or hear. The employee is frequently required to stand and use hands to finger, handle, or feel. The employee is occasionally required to reach with hands and arms. The employee must occasionally lift and/or move up to 25 pounds. Specific vision abilities required by this job include close vision and distance vision.

##### Language Ability:

- Ability to communicate effectively in writing and orally, speaking the primary language of the residents.
- Ability to read and interpret documents such as safety rules, operating and maintenance instructions, and procedure manuals.
- Ability to write routine reports and correspondence. Ability to speak effectively before groups of customers or employees of organization.

##### Mathematical Skills:

- Ability to add, subtract, multiply, and divide in all units of measure, using whole numbers, common fractions, and decimals.

##### Cognitive Demands:

- Ability to solve practical problems and deal with a variety of concrete variables in situations where only limited standardization exists.
- Ability to interpret a variety of instructions furnished in written, oral, diagram, or schedule form.

##### Computer Skills:

- Ability to use Microsoft Windows, including Outlook, Word and Excel.
- Ability to use the Internet.

- Comfort with technology

**Environmental Adaptability:**

- Works primarily indoor in a climate controlled setting
- Possible exposure to unpleasant odors
- Possible exposure to chemicals as identified in the SDS Manual
- Continuous exposure to clients and/or family members who may be under stress

**CANCELLATION OF PREVIOUS AGREEMENTS**

The employee and Senior Housing agree that this job description supersedes and cancels all previous position descriptions, schedules, and arrangements as of its effective date.

This job description reflects management’s assignment of essential functions; it does not prescribe or restrict the tasks that may be assigned. This job description also does not constitute an employment agreement between the employer and employee and is subject to change by the employer as the needs of the employer and requirements of the job change.

**NOTHING CONTAINED IN THIS JOB DESCRIPTION CREATES AN EMPLOYMENT CONTRACT OR IN ANY WAY ALTERS THE EMPLOYEE’S STATUS AS AN EMPLOYEE AT-WILL.**

**Acknowledgement:**

\_\_\_\_\_  
Team Member’s Signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
Direct Supervisor’s Signature

\_\_\_\_\_  
Date