



Assisted Living Facility (ALF) Administrator Position Description

Department: Affordable Housing
FLSA Status: Full-time, Exempt
Reports To: Portfolio Manager
Benefits: Full
Salary/Pay Grade: TBD

Description:

The individual in this position will be expected to supervise and manage the entire assisted living operations, including all personnel functions, direct care, resident services, food service, operational and marketing and outreach of prospective residents and clients, enforce and maintain policies and procedures, statutory requirements, respond to inspector site visits, including the licensing agency and ensure welfare and safety of residents.

This position interfaces with the resident and health care providers, families and powers of attorneys. This individual is responsible for the admission, retention and discharge of residents and clients.

This position supervises, recruits, hires, trains and terminates all employees as needed. The administrator will also work closely with all departments in getting residents approved for Medicaid waiver, Diversion Programs, Veterans Administration Aid & Attendance and other governmental aid programs available. The administrator will closely monitor the process of getting residents approved for all state and federal service supplementation. The administrator will work in partnership with the marketing director in processing move in of residents into the ALF, ensuring maintenance of the building and equipment, and resident's financial matters.

This position oversees the case managers and their processing of Medicaid, SSI, OSS, ACS, Medicaid waiver, Diversion or Veteran's Administration Aid & Attendance. This position functions independently with limited oversight.

ESSENTIAL DUTIES

The statements contained below reflect general details as necessary to describe the principal functions of the job, the level of knowledge and skill typically required and the scope of responsibility, but should not be considered an all-inclusive listing of work requirements. Individuals may perform other duties as assigned including work in other functional areas to cover absences or relief, to equalize peak work periods, or otherwise balance the workload.

An essential function is a duty or responsibility that is critical or a unique component of the job and is required to be performed with or without reasonable accommodations.

- Performs supervisory, administrative, and management functions involved in property operations.
- Supervises all assigned staff.
- Prepares and monitors daily, weekly, and monthly vacancies and delinquency reports.
- Coordinates follow-up and initiation of work orders and requests for maintenance work.
- Monitors contractors rendering services on the property.
- Inspects all apartments and grounds for maintenance and repair requirements to insure that maintenance personnel and residents are maintaining units and grounds in a decent, safe,

and sanitary manner and directs resident and maintenance supervisor in remedying any noted deficiencies.

- Responds to emergencies during working and non-working hours.
- Conducts and maintains perpetual and annual inventories of supplies and equipment and reviews requisitions for the purchase of supplies and equipment to assure compliance with Housing Authority purchasing policies and procedures.
- Investigates written and/or verbal tenant complaints and resolves them when possible; refers others to Portfolio Manager.
- Oversees all aspects of delivery health care to make sure resources are used wisely; develop and promote community health education programs.
- Establish written policies and procedures and a system to enforce them. Be proactive in preventing problems particularly those involving the welfare and safety of residents and the staff.
- Train manager designee to act in the absence of the Administrator.
- Creates and implements a marketing plan, in collaboration with the marketing director, within and outside the facility. Conduct outreach activities with hospitals, rehabilitation centers, doctor's offices, aging agencies, senior living centers, within the building and within the community to ensure the facility achieves full occupancy. Establish relationships with the community agencies.
- Works with marketing director and business manager to ensure that all eligible residents are receiving the correct subsidy for their services.
- Oversees the development of the service plans and service logs in collaboration with the resident care director. Oversee the maintenance of service plans and logs.
- Reviews all resident and personnel files and documentation on a regular basis.
- Develops the admission/discharge register and oversee the development of the daily census by the residential care director.
- Supervises and manages the admission, retention and discharge of residents in consultation with the management entity, including all marketing functions, move-ins, residents' records, service plans, health services and others. Discharge residents and complete all forms and files.
- Supervises the delivery of all residential and client activities and services.
- Completes performance appraisals, in consultation with the manager designee and portfolio Manager, for all staff and review yearly. Develop and build teams. Guides, directs, trains and motivates subordinates.
- Develops one-to-one relationships with residents and families. Works with residents' families in discussion about best service to residents, arranging for special activities/services and in resolving any issues. Respond to inquiries from resident, responsible parties and families.
- Oversees medication duties of staff and review their performance on a regular basis.
- Works collaboratively with the contract nurse to identify issues for her review and work with her to find solutions to these issues. Review her reports and supervise completion of her action items.
- Stays informed on changes in health services and government regulations.

- Enforces the risk management plan including reviewing the incident reports and the quality assurance plan.
- Develops a quality assurance plan and develop a report on facility progress yearly.
- Visits resident units to ensure housekeeping and services are being delivered correctly.
- Makes sure the organization is ready to handle an emergency. Assist in the evacuation of residents during emergency situations.
- Establishes and maintains a good rapport with the public, fellow employees, residents, and other housing authorities; and promulgates and maintains Housing Authority policies, rules and applicable HUD regulations.
- Assists in the preparation of the annual budget for the property; prepares daily statement of operations; reviews and approves payroll time cards; reviews and monitors all property reports for compliance with operating standards; assures accuracy and timeliness of all reports submitted to the Portfolio Manager and/or his/her supervisor.
- Approves petty cash expenditures and submits report on same.
- Submits recommendations to Portfolio Manager on reasonable accommodation requests, evictions, and transfers of residents.
- Works with various governmental agencies, housing authorities, and the public as appropriate.
- Perform related duties and responsibilities as required.

MINIMUM REQUIREMENTS

- Bachelor's Degree from an accredited college or university with major course work in a related field.
- Minimum of five (5) years leadership and management experience in Long Term Care.
- Must be CORE trained or have a nursing home administrator's license.
- Must maintain state required continuing education.
- Knowledge of fiscal policies/procedures related to Medicaid waiver reimbursement procedures and HUD income certifications and regulations.
- Able to work in a fast-paced environment and outside of job description as needed.
- Able to work independently, multitask, prioritize projects, meet deadlines, be detailed oriented, effective at problem solving and follow-up.
- Strong verbal, written, communication and people skills.
- Able to speak in front of a crowd at meetings and orientation.
- Any combination of experience and training would likely provide the required knowledge and abilities are qualifying.
- Florida Class "E" driver's license and be insurable by PCHAs liability and fleet insurance carrier.

ADA STATEMENT

In compliance with the Americans with Disabilities Act, the Pinellas County Housing Authority will make reasonable accommodations to the known disability of a qualified applicant or employee to enable people with disabilities to enjoy equal employment opportunities, if it would not impose an "undue hardship" on the operation of the employer's business.

ETHICS

As a governmentally funded agency, PCHA is committed to maintaining the highest of ethical standards. Applicants selected for employment are expected to perform work responsibilities with the highest degree of integrity, professionalism and honesty, to merit the respect of co-workers, clients, partners, vendors and the general public. Applicants selected for employment are also expected to serve the public with dedication, concern, courtesy and responsiveness.

DISCLAIMER

The above information on this description has been designed to indicate the general nature and level of work performed by employees within this classification. It is not designed to contain or be interpreted as a comprehensive inventory of all duties, responsibilities and qualifications required of employees assigned to this job.

This position specification is not an employment agreement or contract. Management has the exclusive right to alter this position specification at any time, without notice.

PCHA is an Equal Opportunity Employer.

Please send resumes to employment@pinellashousing.com