



Job Description

ADMINISTRATOR

Supervisor: MCP Team

JOB QUALIFICATIONS: The administrator of a CBRF shall be at least 21 years of age and exhibit the capacity to respond to the needs of the residents and manage the complexity of the CBRF. The administrator shall have any one of the following qualifications:

An associate degree or higher from an accredited college in a health care related field.

A bachelor's degree in a field other than in health care from an accredited college and one year experience working in a health care related field having direct contact with one or more of the client groups identified under s. [DHS 83.02 \(16\)](#).

A bachelor's degree in a field other than in health care from an accredited college and have successfully completed an assisted living administrator's training course approved by the department or the department's designee.

At least 2 years experience working in a health care related field having direct contact with one or more of the client groups identified under s. [DHS 83.02 \(16\)](#) and have successfully completed an assisted living administrator's training course approved by the department or the department's designee.

A valid nursing home administrator's license issued by the department of safety and professional services.

Persons who are the qualified administrator of record with the department of a CBRF on April 1, 2009, shall be exempt from the qualification requirements specified under sub. [\(1\)](#)

POSITION SUMMARY:

Responsibility to lead and direct the overall operations of the facility in accordance with resident needs, government regulations and MCP policies, with focus on maintaining excellent care for the residents while achieving the facility's business objectives. Duties will include, but are not limited to, census development, management of AR & collections, state and federal survey compliance, marketing, and positive employee relations.

ESSENTIAL FUNCTIONS:

1. Supervisory Responsibilities:

- Ensures the recruitment and retention of a qualified management team as evidenced by a good morale, enthusiasm, team spirit, and dedication to the residents and their families.
- Provides supervision of the Coordinators in each department, including but not limited to monitoring job performance, coaching, counseling, and conducting management teams performance evaluation.



- Authorizes overtime.
- Enforces facility policies with authority to issue Disciplinary Action Reports as needed.
- Participates in training programs and assists in orientation of new staff. Ensures that employee training is in accordance with MCP's policies, as well as state and federal regulations.
- Motivate employees through recognition programs, training, and team building.
- Lead by example, encourage teamwork, promote MCP's philosophy.
- Coordinates with the MCP to establish and execute weekly, monthly and annual occupancy objectives based on defined senior management goals, to establish both market and target business development strategies.

2. Accounts Receivable

- Compiles expenses on a regular basis and approves expenses.
- Participate in internal audits and develop correction plans as needed.

3. Compliance

- Supports the facility's policies and programs to instill a better understanding and acceptance by the staff.
- Assists in investigations and resolutions of complaints and incidents as well as unusual problems.
- Oversee that all of the training of all management is in accordance with MCP's policies, as well as state and federal regulations.
- Roll out new MCP forms/systems and policies and procedures to the management teams.
- Prepare, as well as implement policies, procedures and regulations that are in line with Federal and State requirements.
- Conduct in-services as needed to ensure trainings are current and staff are aware of residence policies and changes.
- Ensures compliance with laws and regulations applicable to position.
- Complies with attendance policy.
- Complies with dress code.

4. Net Operating Income

- Responsible for maximization of revenue opportunities including ancillary opportunities and functions.

5. Labor and Workforce Planning

- Focuses in controlling labor expenses for dollars and hours.



- Provide an "open door" to employees and address any employee concerns or grievances in a timely manner....employees must try to resolve issues first by addressing the issue with their immediate supervisor.
- Attends meetings and conferences as required.
- Prepares and/or provides oversight of, monthly staffing schedules to assure staff resources are managed and scheduled efficiently to meet resident needs/acuity and budget.

6. Marketing

- Assist with the marketing of the residence including developing relationships with local referral sources.
- Participate in external networking meetings and develop a strong base of community contacts.
- Participates in facility functions including, but not limited to: socials and open houses.
- Ensures that weekly marketing has been completed meeting Marketing Director's expectations.
- Maintains a professional demeanor when working with residents, families and community members.
- Participate in health care associations and community functions representing the facility as well as MCP.

7. Customer Satisfaction

- Facilitates a collaborative environment that fosters transparent communications between facility staff and MCP management.
- Represent the residence to the community, family members, and visitors and develop positive relations with all customers.
- Treats all residents, visitors, and staff with courtesy.
- Provides quality healthcare management of all residents in accordance with MCP policy.

8. Risk Management

- Ensures facility's compliance with all safety requirements and OSHA regulations.
- Follows all federal, state, and company reporting requirement.

9. Budget

- Participates in development of facility budget.
- Makes sure that the facility is operating within MCP budgetary guidelines.
- Guide strategic planning regarding short and long term budgets and capital improvement projects.
- Generate, negotiate and maintain vendor contracts and relationships.



10. Safety

- Knows and follows facility rules.
- Demonstrates proper use of equipment. Reports equipment needs or repairs.
- Follows facility smoking policies.
- Reports and documents any incidents or accidents of resident, staff or visitor to the State of Wisconsin.
- Maintains a safe and secure working environment and practices safe working habits.
- Organizes, develops, and conducts service plan reviews, as required by state codes, with appropriate resident care team members and resident families.
- Performs duties, which may include transportation of residents, as assigned in Facility Disaster Plan.
- Follows infection control standards, policies and procedures.
- Assures monthly fire drills are conducted and logged in facility.
- Ensures facility building and grounds are maintained in good repair, clean, and free of litter. Performs routine safety inspections on a regular basis.

11. Resident Rights

- Knows Resident Rights. Helps the residents exercise and/or protect their rights.
- Ensures that resident complaints are addressed.
- Maintains confidentiality of resident/patient information.

12. HIPAA

- Follows and adheres to MCP's policies and procedures implementing HIPAA requirements for the privacy and security of protected health information.
- Protects privacy and confidentiality of information pertaining to the resident, employee, residence, facility information and records.
- Uses and/or discloses only minimum amount of Protected Health Information necessary to complete assigned tasks.
- Reports all suspected violation of company's HIPAA policies or procedures to the State.

Other Duties include, but are not limited to....

- Overseeing and approving resident council recommendations.
- Assists with special projects as assigned.

This job description is not intended to be all inclusive. The employee will also perform other reasonable related duties as assigned by the supervisor or other manager.

Management reserves the right to change job responsibilities, duties, and hours as needs prevail. This document is for management communication only and not intended to imply a written or implied contract of employment.



This offer is conditional upon the successful completion of criminal history record, evidence of eligibility to work in the United States, caregiver background checks, and meeting MCP's training program within 90 days of employment. This is considered your formal notice. At any time during employment, if any conditions change regarding criminal history background information – employer must be notified immediately.

Caring for residents with Dementia and Alzheimer's can be an extremely challenging and stressful occupation that subjects employees to associated behaviors. By signing this document, you acknowledge your understanding of the industry pressures and inherent stress associated with this position.

I have read the above job description and fully understand its contents. I hereby agree to accept the responsibility as outlined above.

Signature

Date