



Job Description

ASSISTANT ADMINISTRATOR

Supervisor: Administrator

JOB DESCRIPTION: QUALIFICATIONS. The Assistant 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 Assistant Administrator shall have any one of the following qualifications and/or be eligible for the State CBRF Certification with appropriate hands-on facility working experience:

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:

Responsible for supporting the Administrator in overall facility management, profitability, operations, and direction in all aspects. Assists with census development, state and federal survey compliance, positive employee relations, and other internal Human Resource Functions. Follows all HGC policies and procedures. Completes rounds of entire facility premises at least daily to ensure compliance with all policies, procedures and regulations. The Assistant Administrator is a key and visible supervisor working directly with all residents, family and employees. The Assistant Administrator is responsible for the timely oversight of the accounting systems within the facility and those which interface with the home office. The AA is involved in the maintenance of accurate and complete trust account records, census information, billing and resident accounts receivable statements, wages paid to employees' payroll and make deposits. The AA is responsible for assuring the timely collection of accounts receivable from all payer sources.



ESSENTIAL FUNCTIONS:

1. Supervisory Responsibilities:

- Directs the work of selected employees.
- Enforces facility policies with authority to issue Disciplinary Action Reports as needed.
- Initials time records to authorize variances.
- Receives and handles employee complaints.
- 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.

2. Accounts Receivable

- Compiles expenses on a regular basis from department coordinators.
- Participate in internal audits and develop correction plans as needed.
- Responsible for making the facility's deposits.

3. Compliance

- Supports the facility's policies and programs to instill a better understanding and acceptance by the staff.
- Ensures compliance with laws and regulations applicable to position.
- Maintain complete and up-to-date employee files.
- Maintains confidentiality of necessary information.
- Ensure proper documentation for all training.
- Assists in investigations and resolutions of complaints and incidents and refers unusual problems.
- Assists in Implementing company forms/systems and policies and procedures.
- Complies with attendance policy.
- Complies with dress code.

4. Net Operating Income

- Responsible for maximization of revenue opportunities including ancillary opportunities.

5. Labor and Workforce Planning

- Assists 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.

6. Reimbursement

- Ensures all reimbursement opportunities are fully attained.
- Ensures proper and timely completion of all paperwork required for reimbursement.

7. Resident Petty Cash Accounts

- Supervise administration of resident petty cash accounts.

8. 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, residents families, visitors, and staff with courtesy.
- Supports a dignified and caring environment atmosphere with residents, resident's families, visitors, and staff.
- Provides quality healthcare management of all residents in accordance with MCP policy.

9. Risk Management

- Ensures that the facility has an active, effective Safety Committee and Employee Care Coordinator.
- Ensures facility's compliance with all safety requirements and OSHA regulations.
- Follows all federal, state, and company reporting requirement.

10. Budget

- Participates in development of facility budget.
- Assists in operating the facility within budgetary guidelines. Provide department heads with departmental budget and holds department heads accountable for operating within their budget.

11. Attends and participates in in-service training, performance improvement (PI) committees and other meetings as scheduled and directed.

12. Safety

- Knows and follows facility rules.



- Maintains a safe and secure working environment and practices safe working habits.
- 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 appropriate facility personnel.
- Performs duties, which may include transportation of residents, as assigned in Facility Disaster Plan.
- Follows infection control standards, policies and procedures.
- Ensures facility building and grounds are maintained in good repair, clean, and free of litter. Performs routine safety inspections on a regular basis.

13. Resident Rights

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

14. 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 Facility Privacy Designee.

15. Marketing

- Participates in facility functions including, but not limited to: socials and open houses.

Other Duties:

- Serve as Administrator in Administrator's absence.
- Willing to learn Administrator duties, but not limited to: budget development and adherence, board coordination, strategic planning, community outreach, marketing, maintenance planning, and full regulatory compliance.
- In the absence of the Administrator, the AA will complete the Administrator's reports.
- Performs other duties as assigned and consistent with level of preparation and experience.
- 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