

## **Alzheimer's Community Care, Inc.**

**Position Title:** Director of Specialized Day Center Services  
**Supervisor:** Vice President of Education & Quality Assurance  
**Department:** Community Care Services (CCS)  
**Status:** Exempt  
**Effective Date:** November 9, 2018

**Position's Major Description:** This position supervises the overall administration and operation of the tri-county Specialized Adult Day Service Centers (SADSC) to ensure performance expectations are met in the areas of quality care and regulatory requirements through the effective coordination of resources and staff.

### **Position Responsibilities**

1. Oversees and lead the operation of Specialized Adult Day Service Centers (SADSC) through the establishment and evaluation of annual goals and objectives. Provides measurable outcomes for services provided.
2. Supervise and provide guidance to the Program Managers maintaining accountability for the overall performance of the SADSC.
3. Conduct comprehensive monitoring in each SADSC inclusive of nursing documentation, patient files, Quality & Assurance book, licenses, permits, certifications, personnel information, environmental safety, *etc.*
4. Oversee and audit ongoing quality assurance procedures related to patient care. Ensures compliance with requirements outlined in contractual agreements affecting the SADSC through creating and maintaining a tracking system to identify items due as well as submitting items needed within appropriate time frame. Oversee Quality Assurance and improvement activities for the day center services that preserve the standards of the Joint Commission's standards, and others that are monitored and audited by funding sources (DOEA, United Way, FAA, ADI, foundations, *etc.*).
5. Coordinate staffing at each SADSC, inclusive of the utilization of per diem and/or agency staff. Substitute as staff at the SADSC, in emergency situations, including providing care coordination and therapeutic activity intervention.
6. Update and maintain the Specialized Day Center Services Policy and Procedures Manual, in addition to training staff on policies and procedures contained within.
7. Develop and monitor the marketing plan for the day centers to increase patient census and the future growth of the Organization. Participate in short- and long-range planning projects including marketing strategies that could impact written promotional periodicals such as the magazine, SociAlz (Facebook, *etc.*), present and future printed materials for sustaining its authenticity and trends as well as accuracies.
8. Assist in long range planning activities and suggests improvements/changes in policies and procedures. Assists in implementing new programs/initiatives as directed.

9. Coordination and analysis of regularly, scheduled consumer satisfaction surveys related to services provided, and utilize results to identify and implement appropriate changes as needed. Contribute to annual surveys that identify consumer satisfaction and to contribute to an analyzing exercise on the outcomes for lessons learned that will impact future strategies for maintaining the integrity and effectiveness of the Department.
10. Participate in meetings with staff, caregivers, family members and others regarding patient care and services, as needed.
11. Coordinate DOEA annual training for ACFP of Program Managers and collects ACFP data in the day centers biannually.
12. Administer the expenses and billing requirements attached to the department's budget responsibilities for sustaining its components such as payroll, travel, and other expenses pre-approved and monitored by the Finance Department.
13. Represent the Organization in public speaking engagements as requested, including but not limited to attending networking and outreach opportunities with health and human services professionals (non-profit and for profit) with opportunities for collaborations and at times partnerships when appropriate.
14. Conduct routine staff meetings for ensuring open and sound communications at all levels, produce reports on said activities/decisions, as well as attendance. Regularly scheduled department meetings including, but not limited to, separate meetings of the Program Managers, Program Nurses and Activities Coordinators.
15. Actively participate during emergency proceedings and implementation of procedures as they pertain to preparing the day centers, Special Needs Shelters and annual contact with families for disaster planning during a "hurricane watch" and other integrated resources during this high alert period. This position staffs in a Special Needs Shelter during an emergency.
16. Recruit, train, evaluate, counsel, and mentor SADSC staff, with the guidance of other leadership such as Vice President of Education, Vice President of Human Resources, Vice President of Finance and always under the direction of the President/CEO.
17. Perform other duties as requested.

**Supervisory Responsibilities:** Direct and supervise the training exercises and execution of those competencies and procedures to SADSC staff, which includes an administrative assistant. Conduct performance reviews and appraisals of employees supervised in accordance with personnel policies adopted by the Organization. Performance shall be measured with reference to "standards of performance" as agreed upon competencies at the beginning of each fiscal year and in general, the appraisal shall relate to the quality of methods, procedures, services, and information provided to and by the Organization.

**Supervision Received:** As a Director, little daily supervision is required however has access to an open-door policy to the supervisor. Much of the oversight is communicated through routine meetings and reports and verbal as well as electronic communication methods.

**Position Relationships:** Work closely on a regular basis with internal and external departments' staff and volunteers on a regular basis and the Leadership Team on a wide variety of projects that directly affect the daily operations of the Organization. Most contact is done through inter-office communications (i.e. e-mail, monthly newsletter, daily messaging, staff mailings, etc.), telephone and written correspondence.

**Governance Structure:** Serve as liaison and work closely with the CCS Standing Committee and other approved Board of Directors subcommittees.

**Government:** Work with appropriate agencies' personnel regarding the Organization's contractual agreements, and related standards to produce and maintain records for measurable outcomes and regulatory compliance, which includes taking part in advocacy activities and initiatives.

**Public:** Have extensive contact with patients, caregivers, family members, Adult Protective Services, Law Enforcement, support group attendees, stakeholders, and community groups with appropriate responses to telephone inquiries, written correspondence including, but not limited to, donors, community groups, volunteers and committees.

**Work conditions may include, but are not limited to:**

1. Walks or stands 25% of the time, sits the other 75% of the time.
2. Works away from office 50% of the time at the various day centers in Palm Beach, Martin & St. Lucie counties.
3. May drive 10% of the time traveling regularly to Organization's other sites within 3 county service area, and may have to travel periodically to conferences or meetings as needed.
4. Often works in shared group space with moderate noise level.
5. Works with frequent interruptions.
6. Works with a Department team of more than 50 people and may interact with up to 30 people daily.
7. During emergency conditions, may be exposed to long working hours and/or heat, rain, wind, or cold.
8. May lift or assist with lifting in patient transfers from wheelchair to chair, wheelchair to toilet, vehicle to wheelchair, etc.
9. Provides or assists with personal care of patients from 5 to 10 times per day when substituting in day care, if applicable.
10. During working hours, may be exposed to offensive odors.
11. During working hours, may be exposed to bodily fluids and is required to implement universal precautions procedures.

**Position Requirements**

**Education:** Bachelor's Degree required, Master's Degree in Healthcare Administration preferred. A valid Florida Registered Nursing license can substitute

for educational requirement. Must maintain annual physical & TB test, current CPR card and eligible AHCA level II background screening.

**Experience:** Five to seven years proven health care management or social service management experience required with at least three (3) years of experience working with patients affected by Alzheimer's Disease or related disorders. Minimum of 2 years' supervisory experience and fiscal responsibility. Prior experience with Joint Commission accreditation process, preferred.

### **Essential Job Requirements of Position**

1. Requires evening and weekend work at the height of the budgeting cycle and as emergency situations arise. In addition, the position may require work in excess of scheduled hours from time to time.
2. Must be able to balance both business and quality needs with ACC's culture.
3. Needs to provide effective oversight in multi-site community-based service model.
4. High levels of confidentiality regarding patient and family issues, diagnoses, financial status, etc, are required. All state and federal confidentiality and/or super-confidentiality laws related to medical records apply to this position.
5. Must be able to work indoors or outdoors based on patient or consumer needs.
6. Must possess an excellent understanding of the rules and regulations governing adult day care centers in the state of Florida as well as ACC policies and procedures.
7. Must possess an excellent understanding of dementia specific adult day care center operations.
8. Must possess the ability to effectively supervise and manage staff and volunteers.
9. Must possess a safe and valid driver's license, current automobile insurance and reliable transportation as the position requires frequent travel to service locations and/or meetings.

### **Skills/Qualifications**

1. Must be a self-starter, creative and able to generate ideas.
2. Strong written and verbal communications skills.
3. Must be responsible, dependable, well-organized, logical, and able to flexibly set and reset priorities.
4. Must have high integrity.
5. Must be able to assist with all accreditation processes.
6. Must be proficient in the use of Microsoft Word and other related office and professional software as required by the organization. This includes all ACC's required databases.
7. Demonstrated ability to establish and maintain positive and productive working relationships with a cross-section of patients, caregivers and family members, community groups, volunteers, committees and staff.
8. Demonstrated ability to work under pressure and meet deadlines.

9. Demonstrated ability to maintain accountability and to work independently and as part of a management team.

**Resources for Position**

1. Mileage Reimbursement
2. Name Badge
3. Key(s) to building(s)
4. Alarm code(s) to building(s)
5. Tablet
6. Cellular telephone & charger
7. Company credit card

I have fully read and understand the requirements of the aforementioned job description. I agree that, as a condition of my employment, I will maintain confidentiality regarding all patient and consumer records and Alzheimer's Community Care financial issues, which may come to my attention. I also agree, as a condition of my employment, I will avoid situations, relationships, activities, and agreements which present a conflict of interest. I also understand that this job description is not intended and is not constructed as an all-inclusive list of responsibilities, skills, efforts or working conditions associated with the position.

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Employee Signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
Print Name

\_\_\_\_\_  
Date of Employment

\_\_\_\_\_  
Supervisor's Signature

\_\_\_\_\_  
Date