

Alzheimer's Community Care, Inc.

Position Title: Vice President of Community Care Services
Supervisor: Chief Operating Officer
Department: Community Care Services
Status: Exempt
Effective Date: January 31, 2013
Revision Date: August 5, 2019

Position's Major Description: The Community Care Services Division (CCS) consists of the following four departments: Family Nurse Consultant Service, Specialized Day Services, ID Locator Program and Case Management. The Vice President of CCS is responsible for providing operational, administrative and directional oversight to department directors to ensure the smooth operation of this Division. The Vice President of CCS must use professional judgment and discretion and have a high regard for confidentiality.

Position Responsibilities:

1. Oversee operations of all services that fall within the CCS Division; this includes the oversight and nursing care of patients.
2. Implement policies and procedures and standards of practice throughout the Division; provide input to policy and procedure review.
3. Establish and evaluate measurable goals and objectives and provide measurable outcomes directly related to the performance of all services in the CCS Division.
4. Conduct site specific reviews/audits of CCS operations.
5. Provide leadership and guidance to the CCS staff and volunteers, maintaining accountability for the overall performance of all CCS staff and volunteers.
6. Participate in long range planning activities including marketing plans and participating in the development of marketing techniques for future growth of the organization.
7. Provide statistical information to the President/CEO and others, as directed, for review and monitoring of the success of services.
8. Maintain contractual and licensing compliance with appropriate regulatory and funding agencies ensuring that measurable outcomes and required grant deliverables are met.
9. Lead Alzheimer's Community Care and the CCS Division in the development of new service sites according to approved plans.
10. Oversee the planning and coordination of special events directly related to and/or benefiting the CCS Division. Provide post event follow-up as appropriate.
11. Oversee Quality Assurance/Quality Improvement activities of the CCS Division. Collect, analyze and maintain accurate data and records of services and provide data reports and recommendation to numerous sources.
12. Monitor and approve all CCS Division expenditures within parameters of approved budget.
13. Maintain responsibility of fiscal components of services through budget development and accountability.
14. Review and administer all funding contracts and/or agreements related to the CCS Division and ensure that measurable outcomes and required grant deliverables are met.
15. Participate in research projects and opportunities that complement ACC's mission.

16. Participate in networking and outreach opportunities with health and human services professionals.
17. Represent Alzheimer's Community Care in public speaking engagements as requested.
18. Develop and implement new resources and services with the assistance of the President/CEO, Leadership, Board/Committee members and other designated staff;
19. Facilitate regularly scheduled CCS Division meetings.
20. Administer regularly scheduled consumer satisfaction surveys related to services provided by the CCS Division and utilize survey results to implement/modify appropriate changes, as needed.
21. Maintain ongoing communications with host sites to ensure the maintenance of a proactive, positive and productive collaborative relationship.
22. Provide assistance to patients as needed. This includes, but is not limited to, toileting, grooming, eating, transferring, ambulating, or general supervision/safety needs.
23. 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.
24. Act as liaison to numerous public safety departments and provide backup in all emergency situations.
25. Ensure disaster preparedness and implementation of procedures as they pertain to position and Division.
26. Work as a member of the Leadership Team in developing strategic plans for the future of Alzheimer's Community Care.
27. Recruit, train, evaluate, counsel, and mentor CCS staff, with the assistance of the Vice President of Human Resources and other staff as appropriate.
28. Develop and present internship opportunities that complement ACC's goals and objectives.
29. Able to effectively work with community partners, network, see opportunities and nurture beneficial relations for the organization.
30. Able to learn ACC's model of care and methods and apply those principles in subsequent situations.
31. Responsibilities include entering information into various database systems, which requires accuracy, integrity and competency. Also analyzing, exporting, extracting and compiling information from the database to produce reports. This may include report writing and data mapping.
32. Developing and implementing policies to guide data entry, documenting database changes and making sure that the database effectively captures patient information and generates accurate financial and analytical reports for various database systems.
33. Disseminates reports according to established procedures to the appropriate personnel using various database systems.
34. Provides direction or assistance to users of information regarding data requirements and status of paperwork. May train other data entry employees on the various database systems.

35. Works with Vice President of Education and Quality Assurance to coordinate and schedule the rotation of Nursing and other Health Professions Students through the Day Care Service Centers.
36. Serves as third administrative backup contact for Alzheimer's Community Care's 24-hour crisis line.
37. Perform other duties as requested or assigned by the President/CEO.

Supervisory Responsibilities: Provide direct supervision, training, and direction to the Director of Family Nurse Consultants, Director of Specialized Day Services, Director of ID Locator Service, and Director of Case Management. The Vice President will supervise both nursing and non-clinical staff. Conduct performance reviews and appraisals of employees supervised in accordance with personnel policies adopted by ACC. Performance shall be measured with reference to "standards of performance" as agreed upon at the beginning of each fiscal year and consistent with common criteria for performance in the appraisal system of ACC. In general, the appraisal shall relate to the quality of methods, procedures, services, and information provided to ACC in the CCS Division of the agency on an overall basis.

Supervision Received: Largely limited to evaluation of goals and objectives with the President/CEO communicating mainly verbally and in writing. Little day-to-day supervision.

Position Relationships:

Staff & Volunteers: Works closely on a regular basis with and as a part of the Leadership Team on a wide variety of projects that directly affect the daily operations of Alzheimer's Community Care. Most contact is done through inter-office communications (i.e. e-mail, monthly newsletter, staff meetings, etc.), telephone and written correspondence.

Governing Structure: Serves as liaison and works closely with CCS Standing Committee and other approved sub-committees. Makes presentations to the Board of Directors and associated councils, as requested.

Government: Works closely with appropriate agency personnel regarding Alzheimer's Community Care contractual agreements and related expectations to produce and maintain records for measurable outcomes and regulatory compliance this will include taken part in advocacy activities and initiatives.

Public: Extensive contact with patients, caregivers, family members, support group attendees, stakeholders, community groups, and the general public 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 20% of the time, sits the other 70%.
2. May drive 20% of the time.
3. Often works in shared group space with moderate noise level.
4. Works with frequent interruptions.
5. May have to travel periodically to conferences, state meetings as needed.

6. Works with a team of more than 65 people and may interact with up to 40 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 from 5 to 10 times per day when substituting in day care.
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 in Nursing and a valid Florida RN nursing license. Must maintain current CPR, First Aid, Food Service Management, and DOEA certifications as applicable. Also must be an approved trainer for Level 1 & 2 Alzheimer's Related Disorder Training (documentation of minimum of one (1) year training caregivers of people with AD or documentation of min 3 yrs providing care for people with AD).

Experience: Seven to ten years proven health care management or social service management experience required. One (1) year of training caregivers of people with Alzheimer's disease or documentation of a minimum of three (3) years-experience providing care for people with Alzheimer's disease. Prior experience with Joint Commission accreditation process.

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.

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, and logical.
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.

