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| Job Title: | Director of Resident Services | Department | Nursing (01) |
| Status: | Salary Exempt | HR Revision Date (Date/Initials): | 03/21/2023 |
| Manager Report: | Healthcare Administrator | | |

About the Organization

Inspiration Ministries (IM) is a faith-based provider of services and programming for adults with disabilities located near beautiful Lake Geneva, Wisconsin. IM stands out from other residences because of our warm, loving, family environment and Christ-centered vision. All residents are treated with dignity and respect by a staff that is passionate about seeing each person grow in his or her highest level of independence.

Mission Statement

“Helping people with disabilities **THRIVE** in Christ-centered community.”

Core Values

- ✓ We believe in the authority of God’s Word
- ✓ We believe Jesus Christ is central to all we do
- ✓ We believe in the value of every person, no matter their ability
- ✓ We believe in humble service
- ✓ We believe in helping people achieve their very best
- ✓ We believe in transparency and integrity in all we do

STARS Standard

Inspiration Ministries’ mission is one of achieving the very best for the Residents who trust each employee with their lives. The act of achieving the very best for Residents is both a team and individual effort which allows employees to strive for the STARS. That means Inspiration Ministries employees agree to achieve STARS Standards each and every day as outlined below.

- **Servant** – One who is Christ-like, humble, helpful, committed and empathetic.
- **Team** – One who draws people together, unifies, encourages shared ideas, and fosters open communication.
- **Achiever** – One who is loyal to the mission and goes above and beyond to achieve goals that move the ministry forward.
- **Respect** – One who is kind, patient, and affirms the value of others while being open and approachable.
- **Skilled** – One who uses their knowledge, gifts, skills, and expertise to perform their job exceptionally, is teachable, and continually pursues professional growth.

Director of Resident Services

The Director of Resident Services (DRS) will oversee the daily tasks and functions of the caregiving staff. The DRS will provide leadership in supervisory functions and on-the-floor caregiving functions, caregiver goal setting, professional development and performance evaluation. The DRS will perform caregiving duties as needed, allowing for the monitoring of the quality of caregiving while demonstrating servant leadership. All responsibilities will be conducted in a manner that is consistent with the State of Wisconsin Department of Health Services Regulations 83 and 89, as well as in accordance with Inspiration Ministries policies and procedures. Caregivers and DRS must be willing to put the residents first.

The Director of Resident Services reports to the Healthcare Administrator.

Requirements

Average Number of Hours: 44 hours

Status: Salary Exempt

- Five (5) years of healthcare experience
- Two (2) years of managerial/supervisory experience
- Licensed Practical Nurse or Certified Medical Assistant
- Passion for working with people with disabilities.
- Demonstrated management experience with direct supervision of a team of employees, including hiring, coaching, performance management, and daily operations supervision.
- Work harmoniously with other employees and develop/maintain good employee relations and employee morale.
- Experience working with electronic health record, electronic medication administration record and clinical charting systems.

Major Job Responsibilities

- Ensures a positive resident experience by building relationships with residents and setting exceptional standards for caregiving team's performance.
- Establishes and maintains an open-door policy and a high level of ongoing communication with residents and caregiving staff.
- Oversees regular room and facility checks for all CBRF and RCAC residents and initiates corrective action as needed.
- Actively works the floor in a caregiving role as needed.
- Ensures compliance with resident dietary restrictions by working cooperatively with dining services, for meals and snacks.
- Ensures staff are scheduled for resident feeding as necessary.
- Fosters an efficient operation through the timely and effective resolution of resident and staff grievances.
- Represents IM to the community, family members, and visitors and develops positive relations with all.
- Immediately reports real or suspected caregiver abuse, misconduct, misappropriation, other complaints, problems, concerns or other violations to DHS.
- Manages all aspects of caregiving staff including, but not limited to: coaching, training, goal setting, scheduling, performance evaluation, and discipline.
- Assesses and manages staffing levels appropriate to occupancy to ensure a high-quality of care for residents 24/7, while adhering to budgetary requirements.
- Responsible for payroll processing and approvals.
- Processes and approves caregiver PTO requests.
- Partners and consults with Healthcare Administrator regarding employee-related matters including performance, disciplinary and termination matters.
- Leads all state survey readiness initiatives including policy and protocol, auditing processes, and staff education needs.
- Plans and completes duties with minimal direction from Healthcare Administrator.
- Works collaboratively with peers and other team members.
- Uses tactful, diplomatic techniques when communicating.
- Follows up with appropriate staff, resident, or other individuals regarding reported complaints, problems and concerns.
- Ensures and maintains confidentiality for all residents.
- Assumes responsibility for the completion of shift duties, resident records, and general resident safety and wellness. Ensures adequate staffing for each shift.
- Acts as primary point of communication between administration and caregiving staff.
- Administers training to new and current caregiving staff.

- Demonstrates a respect for and an appreciation of the heritage, values and wisdom of the residents, and ensures protection of their rights.
- Demonstrates a desire/willingness to help residents while also encouraging them to be as independent as possible.
- Leads regularly scheduled staff meetings for all shifts (bi-weekly or monthly).
- Ensures a verbal report is conducted at shift change that includes pertinent information from the shift report form and transportation department.
- Ensures caregiving staff have residents ready for transport for scheduled medical and social appointments. This includes the preparation of any medication or supplies that need to be sent with the resident for the scheduled event.
- Responsible to build and maintain an outcomes-based culture focusing on Quality Assurance/Improvement efforts that quantify operational efficiencies, resident safety, resident engagement, and optimization of resident care.
- Create policies and procedures to ensure the highest level of care for the residents in the safest manner possible.
- Conducts periodic quality checks and audits to ensure consistency and compliance.
- Maintains all certifications required for employment.
- Assists in maintaining up-to-date and complete resident files in the electronic health record system.
- Keeps Healthcare Administrator informed of activities, needs, progress, and problems.
- Assess residents for return/readmission to IM from hospitalization and rehabilitation stays.
- Ensures all resident care staff members have completed their daily documentation, including but not limited to: daily tasks, incident reports, observation notes, narcotic counts, weights, vital signs, blood sugar monitoring, other ECP documentation and any additions to the shift report for incoming staff updates.