

Employment Opportunities

EO-507

February 6, 2025

“Employment Opportunities” (EO) is a job clearinghouse for non-profit organizations. A one-time listing in Positions Available for LeadingAge Wisconsin members/subscribers is \$50 for a direct reply and \$75 for a blind ad. The fee for non-members for a onetime listing in Positions Available is \$100 for a direct reply and \$125 for a blind ad.

Employment Opportunities are typically included in our *Member Updates* newsletter. Ads submitted also are displayed on the LeadingAge Wisconsin website which can be found at:

www.leadingagewi.org/services-education/employment-opportunities.

EO-1107 Care Neighborhood Administrator – Milwaukee, Wisconsin

Under the direction of the Chief Clinical Officer, the Care Neighborhood Administrator is responsible for operations of the Care Neighborhoods (Skilled Nursing & Assisted Living). The Care Neighborhood Administrator provides director-level leadership for all activities related to program administration, personnel, facilities, quality of resident care, and services. The administrator is accountable for financial and budget compliance, health care compliance, quality services, occupancy (census), and resident, family and stakeholder satisfaction. The position promotes cost-effective programming and services and works to ensure the highest-quality service delivery.

KNOWLEDGE, SKILLS, ABILITIES, QUALIFICATIONS:

1. Must have a Bachelor’s Degree relating to health care or business from an accredited college or university.
2. Must have and maintain a current Wisconsin Nursing Home Administrator’s License. Registered Nurse highly desirable.
3. Knowledge and expertise in the management of frail geriatric and other assisted living or long-term care residents.
4. Experience directing the day-to-day operations of a nursing home, assisted living a plus. Knowledge of nursing practices, and laws, regulations, or guidelines Skilled Nursing Facilities and Community Based Residential Facilities.
5. Experience and skill in:
 - a. Leadership and mentoring; evaluating performance
 - b. Administration, management, supervision and coordination of all departments to ensure appropriate care.
 - c. Use of computers and other technological resources
 - d. Oversight of quality assurance processes
 - e. Financial management of a health care facility

6. Must demonstrate excellent writing and communication skills; must be able to read, speak and write English.
7. Must have basic computer skills with some proficiency and knowledge of word processing and data entry.
8. Must be highly professional in actions, attire appropriate to the position, excellent customer service skills, be honest, cooperative, and dependable, exhibit a warm, cheerful, caring manner and desire to work with and serve older adults.
9. Must have the ability to adapt to changing organizational needs, work flexible hours to meet the scheduling requirements and be “on-call” to handle problems that may arise on other than regular work hours.

ESSENTIAL FUNCTIONS, DUTIES AND ACCOUNTABILITIES

Staff Management: Arranges for resident services through a complete staff of qualified personnel; ensures all professional staff are certified, licensed or registered in accordance with applicable state laws.

- a. Develop, implement and monitor recruitment, staff development, evaluation and retention programs to provide quality resident care programs and staff engagement. Promote a work environment that recruits, retains and supports the highest-quality staff.
- b. Oversee Care Neighborhood management staff as they manage the day-to-day operations.
- c. Define job responsibilities and specify accountabilities for management personnel.
- d. Participate in employee recruitment and selection activities.
- e. Conduct formal performance evaluations.
- f. Counsel staff on performance and establish improvement goals as needed.
- g. Advise on investigations and participate in disciplinary actions, up to and including termination of employment.
- h. Hear, investigate and settle employee grievances in collaboration with management staff.

Resident Care Oversight: Ensuring residents receive safe, high-quality care through comprehensive and effective individual care plans. Ensures all services and programs are planned, implemented and evaluated to maximize resident quality of life and quality of care

- a. Directs and integrates the activities of various units of the nursing home.
- b. Ensure that nursing services are planned, implemented, and evaluated to maximize resident quality of life and quality of care.
- c. Ensure that social service programs are planned, implemented, and evaluated to meet resident psychological and social needs and preferences to maximize resident quality of life and quality of care.
- d. Ensure that the food service program is planned, implemented, and evaluated to meet the nutritional needs of residents to maximize resident quality of life and quality of care.
- e. Ensure that medical services are planned, implemented, and evaluated to meet resident medical care needs and preferences to maximize resident quality of life and quality of care.

- f. Ensure that therapeutic recreation/activity programs are planned, implemented, and evaluated to meet the needs, and interests of residents to maximize resident quality of life and quality of care.
- g. Ensure that a health information management program for resident care is planned, implemented, and evaluated to meet documentation requirements.
- h. Ensure that a pharmaceutical program is planned, implemented, and evaluated to support medical care for residents to maximize resident quality of life and quality of care.
- i. Ensure that a rehabilitation program is planned, implemented, and evaluated to maximize residents' optimal level of functioning.
- j. Identify, monitor, and ensure that quality indicators and quality assurance performance improvement programs are utilized to maximize effectiveness in resident care and services.
- k. Ensure the integration of Resident Rights with all aspects of resident care.
- l. Ensure development, implementation, and review of resident care policies and procedures.
- m. Ensure that the facility complies with applicable federal, state, and local standards and regulations.

Financial Management:

- a. Develop and manage annual operating and capital budgets to effectively utilize fiscal resources.
- b. Ensure viability of the Care Neighborhoods through stable and sustained occupancy. Oversees admission processes and maintains average daily census or better.
- c. Handling accounting tasks, such as invoice approval and expense reimbursement.
- d. Supervises the purchase of supplies and equipment and maintains appropriate inventories.

1. **Leadership and Compliance:** Operates the Nursing Home/CBRF in compliance with local, state and Federal statutes and requirements and maintains high standards of care.
 - a. Is an active member of the Leadership Team contributing to the overall health of the organization and serving as a link to Windsor, Stratford, and Canterbury.,
 - b. Provide oversight of all Care Neighborhood programs and activities
 - c. Presents emergent, urgent, positioning, and operational issues, leads the discussion, articulates the intended results and seeks team alignment in decision making.
 - d. Makes written and oral reports/recommendations to the Chief Clinical Officer and Board of Directors concerning the operation of the facility
 - e. Effectively communicates with residents, families, staff, peers, medical professionals, and governing boards.
 - f. Ensure that policies and procedures are developed, implemented, monitored, and evaluated in order to maintain compliance with federal, state, and local rules and regulations.
 - g. Observe, monitor, and evaluate outcomes of all of the facility's programs, policies, and procedures, to ensure effectiveness, quality care and compliance.
 - h. Educates staff on the importance of compliance and provides training on relevant regulations and policies

- i. Promote residents and families/responsible parties' satisfaction with quality of care and quality of life.
- j. Preparing reports on resident care, facility operations, and compliance for governing bodies and regulatory agencies.
- k.
- l. Ensure administrative oversight of the survey process.
- m. Conduct administrative review of survey outcomes to develop appropriate responses (for example, no response, preparation of plan of correction, preparation of documentation for Informal Dispute Resolution [IDR]).
- n. Educate staff/residents/families/responsible parties and other key groups in regard to interpretation of and compliance with regulatory requirements.
- o. Plan, implement, and provide integration between the Care Neighborhoods and other community resources (for example, educational institutions, hospitals, vendors).
- p. Hear, investigate and resolve resident and family concerns in collaboration with management staff.
- q. Establish and implement policies and procedures for all aspects of care neighborhood operations.

Person Centered Care/Professional Integrity and Responsibility

- a. Employees act with honesty and openness in all their dealings as representatives of the organization and are expected to support a working environment that values respect, fairness, inclusiveness, and integrity. Our employees promote responsibility in the workplace by recognizing and respecting the boundaries of people with whom we work and serve.
- b. Employees support practices and principles of the person-first philosophy that gives residents the power of choice. Employees are considered part of the community and are expected to perform duties within the principles and practices that guide care and services through knowing and honoring the person before the task. i.e. Fostering relationships between residents, family and staff; Each person is to be known as an individual who can and does make a difference; We nurture the spirit as well as the mind and body; We promote growth and development for all; and, We create an environment that meets the physical, social, emotional, intellectual, spiritual and occupational needs of individuals and the community

WORK SETTING/ENVIRONMENT:

Work is performed indoors. The office and nursing home are well-lighted and clean with some exposure to dust. Heat, air conditioning and humidity are controlled by the building's central system with a temperature variance of not more than 7 degrees on either side of the norm of 72 degrees. The administrator assumes the overall responsibility of the nursing home and experiences frequent daily pressures to attain goals, meet deadlines, supervise employees, and work with family members and residents, and Regulators to assure the smooth running of the nursing home. Much of work is completed at a desk with an appropriate chair and desk with an optimum keyboard height for the operator with sitting for long periods of time typing materials that may be difficult to read; some musculoskeletal and eye strain when working with personal computer.

EQUIPMENT USED:

Computer, copy/fax/postage machines, telephone, chair desk, scissors, stapler, shredder, wheelchairs.

PHYSICAL/SENSORY/COGNITIVE REQUIREMENTS TO PERFORM THE ESSENTIAL JOB FUNCTIONS:

Physical Strength: Must be able to occasionally push/pull/lift/move objects weighing up to 25 pounds.

Manual Dexterity: Must be able to continuously perform moderately difficult manipulative tasks.

Coordination: Must be able to continuously perform tasks which require eye/hand coordination.

Mobility: Must be able to frequently walk and sit for prolonged periods of time; occasionally be able to stand, squat, climb stairs, bend to the floor and kneel.

Speech: Must be able to continuously be able to articulate with extreme accuracy and precision.

Emotional Stability: Must be able to deal effectively with frequent Moderate-High level of stress when working with residents, family members, with difficult employee situations, multiple tasks/priorities, noise, interruptions, State/Federal/Local governmental agencies and regulations.

Vision: Must be able to see objects within 35 feet and objects closely to read and write; must be able to discriminate colors to interpret emergency lights.

Hearing: Must be able to continuously hear normal sounds and voice patterns with occasional background noise.

Smell: Must be able to use sense of smell to detect smoke or odors not appropriate for the nursing home.

Concentration: Must be able to continuously concentrate on fine details with some interruptions.

Attention Span: Must be able to frequently attend to task/function for more than 60 minutes at a time.

Conceptualization: Must be able to frequently understand and relate to the theories behind several related complex concepts.

Memory: Must be able to continuously remember multiple verbal and written task/assignments given at the beginning of a period extending over periods of time.

Interested applicants can apply online at: <https://saintjohnsmilw.org/careers/>.