

## **JOB DESCRIPTION – Director of Resident Services/Director of Health Services**

The primary obligation of all WestHaven Ministry employees is to provide excellent personalized care to all of our residents in the context of a Christ centered residential community. All residents will be treated with respect and dignity. Residents' rights will be protected and upheld at all times. Communication with residents, families, and health care professionals will build and maintain the reputation of WestHaven as a competent long term care facility whose care standards meet or exceed those of the residential elder care industry and whose business ethics uphold the highest standards of an authentic Christian faith.

**JOB TITLE:** Director of Resident Services (DRS) or Director of Health Services (DHS)  
(DHS title applies only if employee holds a valid California nursing license – LVN or RN)

**REPORTS TO:** Executive Director

**STATUS:** Non-exempt hourly position.

### **POSITION SUMMARY:**

*Under the direction of the Administrator, the DRS or DHS is responsible for the delivery and management of the personal care services provided to all residents complying with the physician's orders, state licensing, and needs of the resident.*

- Develop, maintains, documents and updates personal care policy and procedures in compliance with Title 22. This will include management of all Resident Medication Administration programs.
- Maintain contact and develop a positive cooperative relationship with residents' physicians, pharmacists, and other health care providers.
- Coordination of all outside health care services in cooperation with residents and/or residents' designated decision maker (i.e. Power of Attorney, Conservator, etc.)
- Participate in the writing of a discharge plan, to include communication with family and physician, when it becomes necessary to transfer a resident to a different level of care.
- Participate in the budget planning for resident personal care services including recommendations for the number of personal care staff to be employed, and equipment and supply needs to effectively deliver excellent personal care.

### **THREE ESSENTIAL FUNCTIONS of the DRS (or DHS):**

#### **Essential Function #1 – Resident Appraisal/Needs and Service Plans**

*As head of the care department the DRS (or DHS) insures that the needs of clients are accurately assessed and met, and that all required Appraisal/Needs and Service Plans are accurately prepared and updated regularly to insure compliance with all regulations affecting a licensed Residential Care Facility for the Elderly.*

- Participate and complete the Pre-Admission Appraisal (LIC 603) all new or prospective residents prior to admission.
- Assure that for each resident there is a written plan of care, which complies with the physician's orders and Title 22, and accurately reflects all Level of Care Services (LOC's), in place within 2 weeks of admission.
- Oversee the implementation of the written care plan; implemented by all care staff, for each resident.
- Assess each resident quarterly, or more often as needed, to ensure maximum care and update the written resident care plan.
- Coordination of care plan meetings as needed with family members and/or responsible parties.

#### **Essential Function #2 - Quality Assurance in Resident Care**

*As a leader charged with the quality of resident Care the DRS (or DHS) must inspect and, when required, correct the work of all care team members to insure the high quality standards of the WestHaven Ministry are upheld.*

- Provide close observation and instruction to the Care Staff to continually improve resident care.
- Assign duties and responsibilities to Care Staff according to resident needs and staff abilities.
- Meet with Medications Technicians and Lead Care Staff as needed and assist with follow up.
- Make rounds throughout the day, including varied shifts, working with Primary Care Staff to maintain the standard of care as outlined in each resident's plan of care and to oversee resident Activities of Daily Living (ADL) needs. For example: all residents are clean, well groomed and toileted or changed, and resident and personal care staff participating in scheduled activities, etc.
- Assure adequate, well-trained, 24-hour care staffing each day.

#### **Function #3 - Staff Development in Resident Care**

*An effective leader must cultivate personal growth and development in the staff to the end that the resident care department is efficient, professional, and well staffed for the current and future needs of the WestHaven Ministry.*

- Participate in the recruitment, selection, orientation, and training of the Care Staff.
- Evaluate and document the performance of the Care Staff under the guidelines outlined by the Administrator. This shall include making recommendations for candidates for Lead Care Staff positions and Medications Technicians.
- Responsible for all activities involving the administration and management of medications and the documentation required under Title 22 and facilities adopted best safe practices.
- Responsible for the development, training, and certification of Medication Technicians.
- Assure that an adequate orientation and an ongoing in-service training program is provided for all Care Staff.
- Assist with the orientation of other new employees to Resident Services.
- Understands and promotes the community's fire and accident prevention, sanitation procedures, and use of fire safety equipment. Orients and assures that all Care Staff understands their role in the event of a fire or disaster that would disrupt service.

## **ADDITIONAL RESPONSIBILITIES:**

*As a WestHaven Ministry representative and a team member the Director of Resident Services or DRS, will ensure the following;*

- Maintain excellent interpersonal relationships with residents, families, personal, allied professional services and the community.
- Advocate on behalf of residents for needed care, treatment, or interventions.
- Communicate professionally in your position relating to residents, families, co-workers and agencies in a manner that fosters good will and confidence.
- Assist with resident's needs if the situation arises during the shift.
- Respond to medical and behavioral emergencies in a calm, professional manner.
- Understand and follow as needed facility disaster plan, emergency procedures. Includes demonstration of ability to use fire safety equipment.
- Ability to work varied hours, nights, weekends, and holidays.
- Attends meetings as directed and participates in required in-service training.
- Report suspected or known elder abuse to the long-term care ombudsman or local law agency and the Facility Administrator.
- Performs other duties as assigned.

## **QUALIFICATIONS:**

- Must profess a personal faith in Christ as Savior and have demonstrable evidence of the power of the Spirit of God over all matters of faith and personal conduct.
- Regular attendee or member of a conservative, bible-believing Christian church whose statement of faith is in agreement with that of the WestHaven ministry.
- Health screening or physical examination within six (6) months prior to employment, under or by a physician, which shows good general health; free from communicable disease; free of disabilities which would adversely affect the resident population to be served; and be physically, mentally, and occupationally capable of performing assigned tasks. (Health screening form will be provided.) Also must have a negative TB test.
- Minimum of 12 months experience working with and providing care for seniors and seniors with dementia/Alzheimer's Disease or equivalent experience.
- Clear criminal record and fingerprint clearance.
- Drug free. Willing to submit to any drug screening as requested or required.
- Possession of valid Basic First Aid certificate.
- Possession of State Nursing License (DHS Only)
- Possession of Community Care Licensing Administrator's Certification (DRS Only).
- Must have current CA driver's license and a clear DMV record.
- Knowledge of and ability to conform to applicable laws, rules, and regulations under Title 22 for RCFE.
- Ability to handle confidential information professionally and with discretion.
- Ability to accept direction and work as a team player.
- Ability to conduct himself/herself in a pleasant, cooperative, and courteous manner.
- Ability to read, write, and speak English.
- Must be 21 years of age or older.
- Must meet the physical requirements of WestHaven Assisted Living as outlined in the Ministry Staff Essential Functions & Physical Requirements.

**EXPERIENCE/EDUCATION/LICENSES/SKILLS**

- High School Diploma Required. College Degree Preferred.
- Valid California Nursing License Required, LVN or RN (for DHS Only).
- Two years experience in direct care, with some supervisory or management experience in the area in an RCFE, home health services, or other long-term care facility.
- At least one year of experience supervising and managing staff.
- Must possess and maintain a valid Administrator’s Certification from Community Care Licensing Division of the California Department of Social Services (for DRS Only).
- Computer skills required with demonstrated skills in Microsoft Office Suite.
- Proven knowledge and ability to apply management and supervisory principles and skills with a record of successful leadership, training, and supervision.
- Able to prioritize work assignments and delegate work as appropriate.
- Must possess and demonstrate excellent written and verbal communication skills.

I, \_\_\_\_\_, have received a copy of this job description and my supervisor has reviewed it with me.

\_\_\_\_\_  
Signature of Employee

\_\_\_\_\_  
Date

\_\_\_\_\_  
Signature of Facility Administrator

\_\_\_\_\_  
Date