

# HERITAGE POINTE

*Seniors Living in the Jewish Tradition*

**No matter what your job/position is at HP, you share with all the people here, one principle function - to ensure our Residents receive the best care and service ...the one thing you will always be held accountable for is the exercise of your best judgment.**

**POSITION TITLE:** DIRECTOR OF HEALTHCARE SERVICES  
**CURRENT REVISION DATE:** April 2021  
**POSITION CATEGORY:** Exempt  
**POSITION REPORTS TO:** Chief Executive Officer

**I. PRIMARY PURPOSE OF POSITION:**

Manages, supervises and provides direction for the HealthCare Services and Memory Care departments in accordance with Heritage Pointe and the California RCFE policies, procedures and Title 22 regulations.

**II. CUSTOMERS/CLIENTS SERVED BY POSITION:**

Residents, Residents' families, medical providers, staff, guests of the facility, outside vendors and regulators.

**III. QUALIFICATIONS:**

**Education:** Graduate of four-year college/university or equivalent experience.  
L.V.N. (Registered Nurse (RN) is strongly preferred), licensed in the State of CA.  
Certified RCFE Administrator desired.

**Experience:** Prefer a minimum five (5) years-experience as a Director/Manager of HealthCare Services/Nursing in either an Assisted Living (Assisted Living strongly preferred), or Skilled Nursing Community.

**IV. SKILLS, LICENSE, CERTIFICATION AND/OR TRAINING REQUIREMENTS:**

RN/L.V.N. licensed in State of California. Ability to assess HealthCare needs of Residents. Excellent communication and listening skills. Good observation, follow-up, and documentation skills. Knowledge of pharmacology, proper body mechanics, oxygen tanks and equipment. Computer literate. Ability to supervise and implement policies and procedures. Ability to interpret RCFE regulations and physician recommendations/orders.

**V. ESSENTIAL JOB DUTIES THAT MUST BE SAFELY PERFORMED WITH OR WITHOUT REASONABLE SUPERVISION WITHOUT POSING A DIRECT THREAT TO OTHER EMPLOYEES, RESIDENTS OR SELF:**

- a. Able to communicate with and relate well to the elderly.
- b. Develop and coordinate each Resident's needs and services assessment and update on a regular basis.
- c. Provide hands on Resident care as appropriate.
- d. Administer PPD testing as necessary.

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- e. Administer and manage any CDC required testing (COVID).
- f. Coordinate annual flu shots for Residents.
- g. Act as First Responder for Resident and staff medical emergencies.
- h. Apprise CEO of any changes in Resident health status/concerns and be available to participate in follow-up with families.
- i. Able to interact with families in a positive manner and keep families updated on an on-going basis.
- j. Maintain Resident Rights in compliance with DSS.
- k. Review and follow-up on Resident incident reports.
- l. Able to understand and follow physician orders.
- m. Maintain updated records and observe Residents for any changes in socialization and physical or mental health due to medications or other factors.
- n. Maintain on-call status for urgent situations; 24 hours a day, 7 days a week.
- o. Responsible for supervising, recruiting, hiring, training, evaluating, disciplining, terminating employees specific to the HealthCare Services Department.
- p. Ensure that all new employees receive general and specific job training prior to assuming actual duties.
- q. Ensure all staff is trained and certified according to RCFE regulations, including Dementia/Alzheimer certification.
- r. Ensure compliance with Safe Needles Act and train staff appropriately.
- s. Monitor HealthCare staff performance, providing assistance as needed.
- t. Monitor all communication notes and documentation regarding Resident care.
- u. Coordinate and monitor outside services or agencies providing care of services to the Assisted Living population. This includes, but is not limited to, Home Health Agencies and Pharmacies.
- v. Arrange First Aid In-services for all direct care staff.
- w. Ensure that all private caregivers have completed DSS requirements and are knowledgeable of HP policies and procedures.
- x. Respond to emergencies throughout the facility while on duty. Coordinate and verify follow-up treatment/care.
- y. Coordinate post hospital care with Discharge Planners and Physicians which includes transitional Home Health Agency Care in facility.
- z. Coordinate and participate in Resident Assessment Meetings (RAM).
- aa. Notify necessary departments of Residents' special needs and follow up.
- bb. Assist Admissions and Social Services Departments in scheduling potential Resident assessments.
- cc. Perform pre-placement assessments and evaluate potential Residents based on physicians' reports as well as facility and licensing agency policies and regulations.
- dd. Obtain exceptions or waivers from licensing agency for conditions outlined in Title XXII and in accordance with HP policy. Copy Administrator on all such documentation.

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- ee.** Conduct re-assessments annually or on change of condition, as necessary on all Residents.
- ff.** Monitor for at risk Residents and/or prohibited conditions.
- gg.** Notify CEO and Licensing of any unusual incidents as outlined in regulations.
- hh.** Notify CEO and Licensing of Residents placed on, or having an interruption in Hospice services within required time frame.
- ii.** Function as Liaison with families, addressing related special needs, requests, and concerns.
- jj.** Assist Social Services with Resident issues and concerns.
- kk.** Maintain confidentiality regarding all matters concerning Residents, staff and facility.
- ll.** Assist with monthly billing for HealthCare Services department.
- mm.** Responsible for departmental fiscal actions and the careful use of company resources.
- nn.** Assist CEO with annual budget addressing capital and operational costs.
- oo.** Provide periodic written/verbal reports as requested by Administration.
- pp.** Coordinate with other departments on move-ins.
- qq.** Accountable for payroll budget in HealthCare Services Department.
- rr.** Demonstrate positive attitude and ability to work well with people.
- ss.** Treat each Resident, visitor, and employee with compassion and courtesy.
- tt.** Serve as Manager of the Day (MOD) as requested.
- uu.** Other duties as assigned.

**VI. FACTORS AFFECTING WORK PERFORMANCE: attendance, reliability, interpersonal, adaptability, judgment, mission, adherence to policy and regulatory requirements.**

- a.** Makes time at work to have fun, laugh, breathe and smell the roses.
- b.** Regular, punctual attendance. Flexibility to include some weekends, evenings, holidays and special events.
- c.** All other tasks and special projects as delegated by the CEO.
- d.** Inform senior administrative staff of significant Resident changes and needs.
- e.** Participate in management, staff and other meetings to support facility operations.
- f.** Represent Heritage Pointe and department in a professional and positive manner within and outside the Community with appropriate and professional appearance and attitude.
- g.** Familiarize self and staff with Heritage Pointe policies and procedures and same with the Jewish tradition as observed by our Residents, families and guests.
- h.** Create and maintain a positive work environment based on individual respect, responsibility, personal and professional growth.
- i.** As a matter of HP policy and federal and state law; follows confidentiality and privacy policy, applies “minimum necessary”, “needs to know” guidelines on all PHI information and reports non-compliance violations to CEO.

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- j. As a mandated reporter per DOJ requirements, attends Mandated Reporter Abuse training meetings, will report all abuse incidents; physical, emotional, financial, sexual, verbal, completing the 1) SOC 341 form, mailing or faxing, 2) calling the ombudsmen and/or department of health services; for Assisted Living and Independent Living, call ombudsmen, and APS (adult protective services).
- k. Follow the corporate compliance standard and employee code of conduct, of performing work with an ethical behavior and utilizing proper business conduct and professional practice, that complies with applicable laws, rules and regulations; as serving the Residents, preserving the organizational reputation, maintaining Resident/employee trust, community respect. Reports non-compliance or concerns to CEO.

### VII. PHYSICAL DEMANDS:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. While performing the duties of this job, the employee is frequently required to stand, walk, use hands and fingers, reach, use proper body mechanics when providing Resident care, bend, stoop, kneel, crouch or crawl. Must be able to talk and hear well. Good vision is imperative. Employee will be required to lift and/or move up to 25 lbs., unassisted.

I, (Print Name) \_\_\_\_\_, have read the job description entitled **Director of HealthCare Services** and pledge to perform, to the best of my ability, each duty and responsibility to the highest standards possible. I also understand that this job description does not imply a contract or agreement for employment. Further, I'm committed to understanding the sensitive, ethical and confidential nature of the position and realize that comprising this could lead to immediate termination. Employment at Heritage Pointe is considered "**At Will**". For any reason, at any time, with or without notice, Heritage Pointe or myself may terminate the employment relationship.

\_\_\_\_\_  
Director of HealthCare Services Signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
Human Resources Signature

\_\_\_\_\_  
Date

*A signed copy of this job description will be placed in your personnel file for future referencing and used for evaluation purposes throughout the year.*