



REGENCY PARK

SENIOR LIVING COMMUNITY

Job Title: Director of Resident Services

Reports To: Executive Director

Direct Reports: Caregiver, Medication Technician, Resident Services Supervisor

Job Summary:

The Director of Resident Services is responsible for overseeing the delivery of high-quality care and services to residents within the assisted living facility as well as the memory care unit. This role involves managing the Care Staff, ensuring compliance with regulations, and enhancing the overall resident experience. The Director of Resident Services plays a key role in creating a supportive, caring environment that promotes resident well-being, satisfaction, and quality of life. The Director of Resident works closely with the Wellness Department, Dietary, Housekeeping, Maintenance and the Business Office. This is a key position within the flow chart of service delivery.

Key Responsibilities:

1. Leadership and Management:

- Supervise and manage the Care Staff and Medication Technicians.
- Provide training, guidance, and performance evaluations for staff to ensure high standards of care and service.
- Foster a positive and collaborative team environment that supports staff development and resident care.
- Prepares and communicates work schedules to all care staff.
- Recruits replacement staff in the event of call-offs.
- Counsels, disciplines, and terminates care staff as necessary.
- Monitors care staff attendance and maintains a staff schedule of 2 weeks.
- Conducts on the job orientation for new care staff and recommends additional orientation for new care staff.
- Performs Manager on Duty responsibilities as needed or may rotate

2. Resident Care and Support:

- Oversee the development and implementation of individualized care plans for residents, in collaboration with healthcare professionals, families, and residents.
- Ensure that residents receive appropriate care and support according to their needs and preferences.
- Address and resolve any resident or family concerns related to care, services, or facility operations.
- Identify and address any resource needs or shortages to support resident care and facility operations.
- Assist residents with activities of daily living (ADLs), including bathing, dressing, grooming, and mobility (as needed).
- Performs caregiver duties as needed

3. Compliance and Quality Assurance:

- Ensure that all resident care and services comply with state and federal regulations, facility policies, and industry best practices.
- Conduct regular audits and inspections to maintain high standards of care and safety.
- Prepare and manage for regulatory inspections and accreditation processes.

4. Communication and Coordination:

- Serve as a liaison between residents, families, and facility staff, facilitating effective communication and coordination of care.
- Organize and lead meetings with residents, families, and staff to discuss care plans, updates, and concerns.
- Collaborate with other departments to ensure seamless delivery of services and support.

5. Emergency Response and Safety:

- Oversee the implementation of safety and emergency protocols to ensure the well-being of residents and staff.
- Manage emergency response plans and coordinate with healthcare providers and emergency services as needed.
- Ensure that staff are trained in emergency procedures and safety protocols.

6. Continuous Improvement:

- Stay informed about trends and best practices in senior living and resident services.
- Implement innovative approaches and improvements to enhance resident satisfaction and care quality.
- Regularly assess and adjust services and programs to meet changing resident needs and preferences.
- Devotes adequate time and attention to personal development and training.

Qualifications:

- Bachelor's degree in Social Work, Nursing, Gerontology, or a related field (Master's degree or relevant certification preferred) or 5 years of managerial experience in a residential or healthcare setting
- Proven experience (typically 2 years) in a leadership role within an assisted living or senior care setting.
- Strong understanding of senior care, regulatory requirements, and best practices in resident services.
- Excellent leadership, organizational, and interpersonal skills.
- Ability to develop and manage programs and services that meet residents' needs and enhance their quality of life.
- Proficiency in using computer software for scheduling, documentation, and communication.
- Compassionate and empathetic approach to working with residents and families.

Physical Demands:

Ability to stand, walk, bend and squat for prolonged periods. Ability to push and pull objects and lift and carry up to 20 pounds, unassisted on a frequent basis. Full use of hands, arms, and legs (for bathing, cleaning, writing, and dressing, etc.) Flexibility to work days, weekends, holidays, and evenings as required. On-call responsibilities as assigned or may rotate.