Job Title: Executive Director

Department: Community Staff

Reports to: Vice President, Operations

FLSA Status: Exempt

Revised: January 2020

**JOB SUMMARY**

The Executive Director is responsible for the operations and accountable for operating outcomes of an assigned owned/managed community to ensure regulatory compliance, profitability, achievement of system goals, measurement metrics, satisfaction, quality, Benedictine experience, and assure the mission and values of Benedictine are maintained.

**KEY RESULT AREAS/Essential Functions of the Job**

1. Accountable for the operations of assigned Benedictine owned/managed community to ensure sustainability, regulatory compliance, profitability, high levels of satisfaction of residents, families and associates which align with the mission and values of Benedictine.
   1. Conducts and reviews findings from internal operational audits and reports, identifies potential problems and as necessary, develops and implements operational improvement plans.
   2. Accountable for assigned community’s operational outcomes, regulatory compliance, financial performance, compliance with Benedictine standards and integration of initiatives, goals, programs and actions plans.
   3. Completes Monthly Operations Summaries (MOS) and any assigned Performance Enhancement Plans (PEP), participates in all Community Operations Team (COT) meetings and follows operational processes as outlined to ensure performance measures are achieved.
   4. Reviews and ensures prompt resolution of complaints submitted to the regulatory agencies and Benedictine Support Center.
   5. Requests Support Center services when needed to meet assigned community goals and strategic metrics.
   6. Meets assigned community and organizational performance goals.
2. Manages the selection, training, leadership development and performance of assigned leadership to retain a professional, motivated workforce for assigned community.
   1. Recruits, screens and hires qualified associates for vacant positions at assigned communities and adheres to affirmative action requirements and hiring practices.
   2. Establishes and communicates job responsibilities and performance expectations to assigned community associates to achieve mutual understanding and accountability of desired results.
   3. Assesses associate performance through formal reviews; provides professional and constructive feedback on an ongoing basis to achieve desired results.
   4. Identifies and provides training and development opportunities for assigned associates and coaches associates that are participating in a succession development plan.
   5. Works with the Support Center to establish and maintain a competitive wage and benefits program and consistent application of personnel policies and procedures.
   6. Encourages and maintains a safe working environment through established safety programs, transitional duty for injured associates, and reasonable accommodations.
   7. Establishes and maintains positive associate relations to position the community as the employer of choice within the community.
3. Works with the Vice President, Operations in the development of the operations tactical plans and executes strategic direction to support the achievement of the long-term goals of Benedictine or the community.
   1. Actively involved and accountable for integration of actions plans and strategy alignment to achieve intended outcomes.
   2. Leads community’s annual tactical planning session, writes action plans and executes tactics to align with the Benedictine strategy and goals.
   3. Actively improves community culture and ensures the Benedictine experience for all residents and associates.
4. Development and implementation of budget for assigned community to ensure the achievement of sustainability and profitability goals.
   1. Responsible for community achievement to improve or enhance census and revenue sources, and effectively manage labor and expenses to meet budgeted outcomes.
   2. Ensures the development of approaches and plans to manage expenses.
   3. Presents final budgets to assigned boards and Support Center for approval and follows all established labor, capital, grant and staffing approval processes.
   4. Responsible for the appearance and maintenance of the community and its operating systems to assure the safety and comfort of the residents and desirable image within the community.
5. Serves as a liaison between the community and regional team members to ensure appropriate implementation of quality principles and programs at each community.
   1. Responsible for leading and identifying quality improvement processes at the community to achieve system outcomes and goals.
   2. Ensures the implementation of Benedictine policies, practices and required programming into assigned community.
   3. Implements all Benedictine programs and processes.
6. Promotes the Benedictine Mission and Core Values of Hospitality, Stewardship, Respect and Justice by bringing the Mission and Core Values into the day-to-day activities of the company.
   1. Promotes the Mission, Core Values, maximum morale, productivity, and efficiency by creating an environment supporting accountability and results.
   2. Demonstrates regard for dignity and respect for others as outlined in the philosophy of the organization.
   3. Ensures Mission and Values survey outcomes align with system goals.
   4. Promotes and contributes positively to departmental and organizational relationships.
   5. Active in the local community to establish and maintain positive external relationships with families and referral sources to promote the community as an integral, respected component within the community.
7. Performs other duties, tasks, and/or projects as assigned.

**QUALIFICATIONS REQUIRED**

* Bachelor’s Degree in business, marketing, health care administration, or a related field
* Ability to actively relate to the staff, board & community
* Strong leadership, human relations & communication skills required
* **Additional Qualifications for Long-Term Care or Continuum Communities:**
  + Licensed as a Nursing Home Administrator
  + Two (2) or more years of long term care administrator experience preferred
* **Additional Qualifications for Housing:**
  + Licensed or meets State specific criteria to operate housing
  + Three (3) or more years of housing experience preferred

**KNOWLEDGE, SKILLS AND ABILITIES**

* Knowledge of federal and state standards and regulations which govern the operation of assigned service line; ability to apply such knowledge assigned service lines.
* Knowledge of and skill in using information technology for internal and external communications.
* Knowledge of quality improvement processes and ability to implement quality improvement processes and systems within the community.
* Knowledge of accounting principles and practices for sustainable business operations.
* Knowledge of and ability to apply policies, systems, practices and procedures used to coordinate the human resources within a community relating to recruitment, retention, rewards, development, and termination.
* Skill of establishing future business direction for the community including the development of long range plans.
* Skill of selecting a course of action, considering appropriate variables and possible risks, in order to solve a specific problem.
* Skill of developing and maintaining positive relationships with staff, residents, family members, Board, other Benedictine associates and the community.
* Ability to estimate revenue and expenses to achieve organizational strategic goals.
* Ability to assess the internal and external environmental factors which have an impact on the overall success of the community.
* Ability to present both self and ideas, orally or in writing, using knowledge and observations of the perspective of the audience so that they understand and accept presented ideas/information as credible.
* Ability to develop rapport, trust, and open communications that enhance the growth and job performance of staff.
* Ability to guide or facilitate individuals in a direction consistent with organizational goals/objectives.
* Ability to identify markets and resources, communicate services, explain advantages, and initiate and close marketing activities.

**Level of supervision**

Supervision of Community staff as assigned.

**PHYSICAL DEMANDS OF THE JOB**

See attached Description of Physical Demands for this position.

I have read the above Job Description and have had my questions answered. I understand that the physical requirements listed in my job description are part of the essential functions of the position which I have been offered. If I am unable to perform any of these requirements, now or at any time during my employment, I will contact Human Resources to request a reasonable accommodation.

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Associate’s Signature: |  |  | Date: |  |

|  |  |
| --- | --- |
|  | **Description of**  **Physical Demands** |

|  |  |  |
| --- | --- | --- |
| Job Title: Executive Director |  | Department: Community Staff |

CHECK THE APPROPRIATE BOX FOR EACH OF THE FOLLOWING ITEMS TO BEST DESCRIBE THE EXTENT OF THE SPECIFIC ACTIVITY PERFORMED BY THE STAFF MEMBERS IN THIS POSITION

|  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **PHYSICAL DEMANDS**  On-the-job time is spent in the following activities. Show the amount of time by checking the appropriate boxes below.   |  |  |  |  |  | | --- | --- | --- | --- | --- | |  | - Amount of Time - | | | | |  | None | Up to 1/3 | 1/3 to 1/2 | 2/3 or more | | Stand: |  | x |  |  | | Walk: |  | x |  |  | | Sit: |  |  | x |  | | Talk or hear: |  |  |  | x | | Use hands to finger, handle or feel: |  |  | x |  | | Push/Pull: |  | x |  |  | | Stoop, kneel, crouch or crawl: |  | x |  |  | | Reach with hands and arms: |  | x |  |  | | Taste or smell: | x |  |  |  |   This job requires that weight be lifted or force be exerted. Show how much and how often by checking the appropriate boxes below.   |  |  |  |  |  | | --- | --- | --- | --- | --- | |  | - Amount of Time - | | | | |  | None | Up to 1/3 | 1/3 to 1/2 | 2/3  or more | | Up to 10 pounds: |  |  |  | x | | Up to 25 pounds: |  |  |  | x | | Up to 50 pounds: |  | x |  |  | | Up to 100 pounds: | x |  |  |  | | More than 100 pounds: | x |  |  |  |   This job has special vision requirements. Check all that apply.  Close Vision (clear vision at 20 inches or less)  Distance Vision (clear vision at 20 feet or more)  Color Vision (ability to identify and distinguish colors)  Peripheral Vision (ability to observe an area that can be seen up and down or left and right while eyes are fixed on a given point)  Depth Perception (three-dimensional vision; ability to judge distances and spatial relationships)  Ability to Adjust Focus (ability to adjust eye to bring an object into sharp focus)  No Special Vision Requirements   |  |  | | --- | --- | | Specific demands not listed: |  | |  | | |  | | |  | | |  | |   Note: Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions of this position. | **WORK ENVIRONMENT**  This job requires exposure to the following environmental conditions. Show the amount of time by checking the appropriate boxes below.   |  |  |  |  |  | | --- | --- | --- | --- | --- | |  | - Amount of Time - | | | | |  | None | Up to 1/3 | 1/3 to 1/2 | 2/3 or more | | Wet, humid conditions (non-weather): | x |  |  |  | | Work near moving mechanical parts: | x |  |  |  | | Fumes or airborne particles: |  | x |  |  | | Toxic or caustic chemicals: | x |  |  |  | | Outdoor weather conditions: | x |  |  |  | | Extreme cold (non-weather): | x |  |  |  | | Extreme heat (non-weather): | x |  |  |  | | Risk of electric shock: |  | x |  |  | | Work with explosives: | x |  |  |  | | Risk of radiation: | x |  |  |  | | Vibration: | x |  |  |  |   The typical noise level for the work environment is:  Check all that apply:  Very Quiet  Loud Noise  Quiet  Very Loud Noise  Moderate Noise  Hearing:  Ability to hear alarms on equipment  Ability to hear client call  Ability to hear instructions from physician/department staff  **REPETITIVE MOTION ACTIONS**   |  |  |  |  |  |  | | --- | --- | --- | --- | --- | --- | |  | - Number of Hours - | | | | | | **Repetitive use of foot control** | 0 | 1-2 | 3-4 | 5-6 | 7+ | | | A. Right only |  |  |  |  |  | | | B. Left only |  |  |  |  |  | | | C. Both |  | x |  |  |  | | | **Repetitive use of hands** |  |  |  |  |  | | | A. Right only |  |  |  |  |  | | | B. Left only |  |  |  |  |  | | | C. Both |  |  |  |  | x | | | **Grasping; simple/light** |  |  |  |  |  | | | A. Right only |  |  |  |  |  | | | B. Left only |  |  |  |  |  | | | C. Both |  |  |  |  | x | | | **Grasping; firm/heavy** |  |  |  |  |  | | | A. Right only |  |  |  |  |  | | | B. Left only |  |  |  |  |  | | | C. Both |  |  |  |  | x | | | **Fine Dexterity** |  |  |  |  |  | | | A. Right only |  |  |  |  |  | | | B. Left only |  |  |  |  |  | | | C. Both |  |  |  | x |  | | |