

JOB TITLE: Executive Director/ Administrator	PAGE: 1 of 4
ORIGINATION DATE: PAST REVISIONS: CURRENT REVISION: February 2016	DIVISION: Long Term Care DEPT: Administration REPORTING TO: Vice President, Operations

JOB SUMMARY:

The **Executive Director/Administrator** is accountable for optimum resident services in accordance with quality management, legislative requirements and the organization standards. Through effective planning, direction and control, the **Executive Director/Administrator** has the responsibility for the overall operations of the care community within the allocated resources and oversees all financial matters pertaining to the care community.

As a valued member of the team, the **Executive Director/Administrator** demonstrates a commitment to the quality of resident care by providing services in accordance with the organization’s vision, mission and values.

RESPONSIBILITIES:

- Direct management of all department managers; indirect management of all team members in the facility.
- Plans, co-ordinates, directs and monitors the effectiveness of all operational activities of the Care community.
- Provide financial leadership by managing budgets and monitoring long-term strategic fiscal plans, including ensuring sufficient resources/equipment are available through budget preparation, maintenance and the hiring of appropriate and adequate staffing levels.
- Ensure, in conjunction with Support Services Office, that audits are completed on financial records and that appropriate reporting is completed.
- Implement a comprehensive, coordinated, Care community-wide program for monitoring, evaluation and improving quality of care and services, as well as an efficient system for the admission and discharge of residents through effective liaison with appropriate contacts and resources.
- Ensure the maintenance of effective liaison and public relations with representatives from the Government, Unions and all other agencies and organizations as deemed appropriate.
- Understands and interprets all components of related legislation for team members, residents and families.
- Ensure compliance with all relevant legislation including but not limited to: Ministry Acts, regulations, policies and procedures, directives, & collective agreements.
- Ensure risk management activities take place to reduce and control potential or actual risks to the safety, security and health of all individuals, and to the safety and security of the Care community.
- Direct the development, implementation and co-ordination of policies and programs covering employment, orientation, training, compensation, organizational development, health and safety, benefits and performance management.
- Ensure the maintenance of appropriate programs for orientation and in-service education.
- Foster effective interpersonal relationships between residents, families and other interdisciplinary health team members.
- Ensure the maintenance of an appropriate system of performance appraisals.

- Ensure positive union-management relations by managing disputes & grievances and assisting in contract negotiations.
- Managing WSIB claims and minimize negative impact to NEER statements.
- Manages the Return to Work process and/or arranges modified work programs for department team members.
- Maintain an organized system of records management, which includes the components of collection, access, storage, retention and destruction of records, financial, and trust accounts.
- Delegates responsibility to senior team members based on clearly defined lines of authority and communication.
- Provides leadership and direction to ensure all aspects of Quality Improvement Program are carried out as scheduled (Quality Management plan, corporate indicators, monthly QI schedules, currency of policy & procedure manuals).
- Ensures that all correspondence and bulletins are written in a professional manner.
- Provides oversight for the development & monitoring of the various functions and activities of all accreditation teams within the care community.
- Ensures that all organization standing committees are functioning with a terms of reference that outlines their function and area of responsibility.
- Establishes clear goal setting with individual managers and outlines expected outcomes and time frames against which the manager will be evaluated.
- Promotes the value of Satisfaction surveys sent out by the organization and implements initiatives to encourage maximum participation.
- Ensures that a 'Quality of Work Life Committee' is formed and supported to provide feedback to Administration on key areas of interest / concern.
- Provides input for development of annual capital budget and monitors ongoing capital expenditures through the EAF process.
- Ensures that measures are taken to facilitate optimal occupancy and occupancy numbers.
- Monitors preferred accommodation to ensure maximum revenue from achievement of 60% preferred room rentals.
- Ensures all promotional materials meet corporate standards and promote a positive resident experience.
- Acts in a leadership capacity to ensure that all team members within the care community foster positive customer service with residents and families in their day to day work.
- Responds promptly to concerns of residents and family members, mediating a satisfactory response to concerns and implements action plans to avoid reoccurrence of similar issues.
- Holds family meetings at least twice per year.
- Promotes the value of Satisfaction surveys sent out by the organization and implements initiatives to encourage maximum participation.
- Acts in a leadership capacity in the development of community partnerships with health service providers, CCAC / discharge planners, and other community agencies.
- Seeks opportunities to ensure a participative working relationship within Local Health Integration Network (LHIN).
- Ensures the implementation of a complete quality and risk management program in alignment with corporate strategic plan.
- Ensures that all risk areas identified are addressed in a timely manner and according to corporate policy and applicable legislation.

- Acts in a leadership capacity to foster good working relationships with relevant persons within the Ministry of Health.
- Maintains effective liaison with consultants and physicians.
- Ensures that systems and processes are in place to achieve and sustain compliance in all areas.
- Work in accordance with the organization's Health and Safety Policies and Procedures and in compliance with the Occupational Health and Safety Act.
- Perform other duties as required.

QUALIFICATIONS:

- Possess the qualifications to be an Administrator in the Province of Ontario.
- 3 years' experience in a management or leadership role.
- Experience in Long Term care preferred.
- Sound knowledge of Long Term Care Homes Act 2007, Ontario Regulations 79/10 Effective planning and leadership skills required for managing the nursing department in areas such as staffing, problem solving, decision making, budgets, etc.
- Ontario: Successful completion of the Fire Safety Planning Training for Owners and Operators in accordance with Ontario Regulation 150/13.
- Must possess excellent supervisory and leadership abilities in the areas of human resources, finance, labour relations, marketing and department coordination.
- Must demonstrate a strong working knowledge of the Internet and MS Office, specifically Excel and Word.
- Effective verbal and written English communication skills required.

EDUCATION:

- Post-secondary degree from a program that is a minimum of three years in duration, or a post-secondary diploma in health or social services from a program that is a minimum of two years in duration.
- Successful completion or enrollment in a program in long-term care care community administration or management that is a minimum of 100 hours in duration of instruction time.

WORKING CONDITIONS:

- Providing full care to male and female residents of all ethnic and cultural backgrounds, including but not limited to, personal hygiene;
- Some disruption of lifestyle resulting from extra hours spent dealing with prospective clients, attending meetings and dealing with residents and families and responding to emergencies;
- Stress resulting from constant interruptions, managing within legislative, budgetary and time constraints on a consistent basis and dealing with people who are under emotional pressure;
- Combination of natural light and fluorescent lighting;
- Sitting for meetings and computer work often;
- Crouching, kneeling, stooping/bending for short periods of time;
- Walking and climbing stairs frequently;
- Exposure to bio medical waste;

- Engagement and/or exposure to various therapy programs focused on providing residents with the highest quality of life in our Care communities including but not limited to pet therapy, spiritual events and musical therapy.

I acknowledge I have read, understand and agree to perform the duties listed in the above job description

Print Name

Date

Signature

CC: Employee File