

Northwest Colorado Health
Senior Director of Casey's Pond

General Statement of Duties:

Provides leadership and management to ensure the mission, values, and strategic goals of Northwest Colorado Health are reflected in daily operations and long-term planning. Oversees multiple areas of service - including independent living, assisted living, and skilled nursing - within a continuing care retirement community (CCRC), ensuring high-quality, person-centered care. Directly and indirectly supervises the community's departmental leadership and leads operational and budgetary planning in alignment with organizational priorities.

Ensures the highest standards of service, safety, and satisfaction to residents. Develops and manages operational and capital budgets as part of the organization's integrated planning process. Champions a culture of excellence, compassion, and respect while fostering collaboration, transparency, and consistency across teams and programs.

This position is part of the Senior Leadership Team and plays a key role in supporting a seamless continuum of care for older adults in our region.

Supervision Received:

Reports to the Chief Operating Officer.

Supervision Exercised:

Directly supervise Residency Specialist, Director of Nursing, Director of Social Services, Director of Assisted Living, Director of Plant Operations, Director of Life Enrichment, and indirectly supervises Director of Culinary.

Essential Functions:

1. Responsible for the operation and delivery of high-quality services in each of the community's departments.
 - Oversees daily operations and delivery of services across community departments.
 - Ensures resident agreements and life care contracts are fulfilled.
 - Monitors building and grounds for safety, appearance, and upkeep.
 - Coordinates contract management, vendor relationships, and major purchases with the Chief Operating Officer and/or the Chief Financial Officer, and the Casey's Pond Team.
 - Ensures compliance with all regulatory requirements.
2. Responsible for developing and managing North Star goals and budget in alignment with organizational strategic plan.
 - Develops and manages annual North Star goals for the community.
 - Oversees operating budgets and financial performance to meet or exceed targets.
 - Participates in the annual budgeting process and makes recommendations for necessary adjustments.
 - Assesses market trends and resident needs to inform community strategies.
3. Responsible for team development and promoting organizational culture.
 - Recruits, supports, and leads staff in alignment with organizational values and performance standards, fostering a culture of accountability, collaboration, and professional growth.

- Creates department-wide systems that build accountability and alignment and that allow staff to contribute, add value, engage, and find fulfillment in work.
4. Responsible for leading a community that upholds resident-centered care and engagement.
 - Ensures high-quality resident experiences and services.
 - Develops and evaluates programs to enhance resident wellness.
 - Supports resident councils and engagement initiatives.
 - Builds meaningful relationships with residents and families.
 5. Responsible for community collaboration and partner engagement.
 - Establishes relationships with potential partners; seeks out strategic formal or informal affiliations as appropriate.
 - Collaborates with the Marketing and Development team to meet occupancy goals by setting and executing marketing strategies, securing grant and donations and executing outreach strategies that maximize visibility.
 6. Serves as key leader, team member, and collaborator.
 - Leads a culture reflective of Agency mission, values and belief statement. Provides input to executive and leadership team decisions. Participates in management team development, and cross functional teams and efforts.
 - Coaches and develops direct reports to deliver on their program targets, using North Stars to prioritize work. Ensures each team member has clarity of their role in accomplishing North Star goals.
 - Disseminates and supports agency communications. Leads departmental communications.
 - Acts as a liaison between the Casey's Pond community, Agency Leadership, and Board of Directors.

This description of responsibilities is intended to provide only basic guidelines for meeting each responsibility. Additional responsibilities may be added, as appropriate.

Education and Licensure:

Bachelor's Degree in Public Health Administration, Business Administration, or other related field or equivalent combination of education and experience. Possession of an unencumbered Nursing Home Administrator's license in the State of Colorado preferred.

Experience:

Five or more years' experience in an older adult related field; long-term care administration, skilled nursing, or assisted living preferred. Experience in personnel management, collaborative outreach, strategic and operational planning required.

Requirements:

1. If car is used, must provide proof of adequate insurance coverage totaling at least \$300,000 and valid Colorado driver's license.
2. Current immunization history, after job offer and before starting job.
3. Shall be required to have a tuberculin skin test in accordance with Agency policy.

Skills:

1. Supervisory skills.
2. Advanced computer skills.
3. Budget preparation and reporting.
4. Public speaking and public relations.

5. Exceptional communication skills, both written and verbal.
6. Strategic thinking with a focus on measurable outcomes.
7. Strong relationship-building skills.
8. Proficiency in data-driven decision-making.
9. Excellent customer service skills.

Knowledge:

1. Knowledge of skilled nursing, assisted living, and life safety code rules and regulations.
2. Knowledge of resident-centered care.
3. Knowledgeable and skilled in community education, public relations, staff management, and communication.

Abilities:

1. Must be able to coordinate the Casey's Pond team to meet residents' needs.
2. Ability to develop and implement long range plans, business and marketing plans; and facilitate day-to-day operations.
3. Provides a positive approach to discerning opportunities for improvement or change, taking advantage of the situations, and functioning as a change agent.
4. Must be able to embrace the Agency's mission, vision and values, strategic plan, and direct programs in alignment with these.

Equipment:

1. Daily use of telephone, copier, and other office equipment.

Working Conditions:

1. Position is in a well-lighted, accessible office environment, and involves sitting approximately 90% of the day, walking or standing the remainder.
2. This position has been classified as Patient-Facing, a position in which the incumbent could reasonably be expected to routinely interact with patients and/or patient family members. Employees in Patient-Facing positions are exposed to healthcare conditions that may require additional training, immunizations, and use of Personal Protective Equipment (PPE).

This description is intended to describe the essential job functions and the essential requirements for the performance of this job. It is not an exhaustive list of all duties, responsibilities and requirements of a person so classified. Other functions may be assigned and management retains the right to add or change the duties at any time.

I, _____ acknowledge that on this date, I
(Print Name)
have received the following job description for my present position.

Signature of Employee: _____

Date: _____