

**CHELSEA SENIOR LIVING POLICIES AND PROCEDURES  
JOB DESCRIPTION**

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JOB TITLE: DIRECTOR OF HEALTH SERVICES

SHIFT: VARIED TIME SCHEDULE

REPORTS TO: EXECUTIVE DIRECTOR

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**GENERAL MISSION OF EACH EMPLOYEE:**

Work as a team member with other staff members to consistently maintain a kind, caring and respectful attitude toward residents, residents' families, guests and all staff. Be sensitive to the special needs of seniors and demonstrate a genuine caring attitude. Encourage residents' best ability to function, promote residents' freedom of choice and individuality and respect the privacy of all residents.

All shifts and job responsibilities may be subject to flexible schedules to accommodate the needs of the residence on an as-needed basis. This includes the rotational coverage of weekends, holidays and emergencies when the resident care needs dictate staff schedules and duties. On-call coverage as assigned. Under unusual circumstances employees may be required to directly assist with the provision of care and service to the residents, including, but not limited to activities, arranging transportation, and other non-skilled, non-technical services. All staff members must attend in-service educational sessions and other knowledge, skills and competency developmental opportunities as required.

All staff members are asked to speak only English in all resident and family areas unless interpreting for a resident or family. All staff members will respect resident privacy. All staff members will consistently apply Universal Precautions and follow all applicable safety standards in the residence.

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**SUMMARY:**

Oversee and provides health services to residents at Chelsea Senior Living. Educates and empowers staff to emulate the concepts of assisted living. Delegates specific nursing tasks to the Assistant Director of Health Services, Licensed Practical Nurses and Health Services Department staff. Develops and implements nursing policies and procedures. Provides on-call coverage as assigned.

**DUTIES AND RESPONSIBILITIES:**

- Consistently maintain a kind and respectful attitude towards residents, residents' families and guests;
- Collaborates with Executive Director and Community Services Director to schedule admission candidate assessments, identify at-risk residents, review hospital and sub-acute resident visits with expected return to the community; and review apartment availability;
- Actively advocates for Resident well-being;
- Provides Advance Directive education to residents and family members;
- Sensitive to the special needs of the seniors and demonstrates a genuine, caring attitude;
- Directs the Health Services Department: recruits, interviews, hires, on-boards, supervises, schedules, and provides in-service programs;
- Sets, maintains, communicates and holds self and staff accountable for high standards of performance and service provision;
- Conducts initial, periodic (semi-annual), and change in condition assessments of all residents;

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- Initial, periodic and/or change in conditions assessments include: Geriatric Depression Screening, Fall Risk; Dementia Screening; Wander Risk; Self-Med Assessment (as indicated), Enabler Assessment (as indicated); Pain Screening and Assessment, Medication Review;
- Develops general service plans, health care plans (as indicated), and determines the residents level of care;
- Updates staff assignments, shower schedule, diet notifications.
- Initial and periodic assessments with resultant service plans and level of care will be processed following protocol:
  - Submit to the Executive Director and assist with family/resident discussions regarding service plan;
  - Review service plan with Resident and/or Resident's Representative;
- Ensures resident annual physician evaluations are completed;
- Ensures policies and procedures are implemented and followed;
- Ensures adequate and appropriate nursing documentation is present in resident medical record;
- Is on call 24 hours, seven days per week. The Health Services Director can delegate this duty to another RN;
- Assesses resident's need for referral for an intervention by a physician or community agency as appropriate:
  - Actively collaborates with hospice care providers, rehabilitation provider, psychiatry and psychology provider, home care providers, physicians, and pharmacy;
- Incident Report oversight including submission to Executive Director in a timely fashion; Serves as a health educator for the community;
- Teaches and/or reviews procedures with medication and treatment delegation with Certified Medication Aides (CMA):
  - Performs CMA observations as per policy;
  - Ensures efficacy and compliance of medication program.
- Collaborate effectively with internal Department Heads and external providers;
- Works with Executive Director, Department Heads, and all staff, to uphold Infection Prevention and Control Policies and Procedures;
- Must speak only English in all resident and family areas unless interpreting for a resident or family.
- Shift and job responsibilities may be subject to flexible schedules to accommodate the needs of the residence on an as needed basis. This includes the rotational coverage of weekends, holidays and also weather related emergencies and other emergencies, where the resident care needs will dictate staff schedule and duties.
- Maintain and protect the confidentiality of resident information at all times.
- Participates in ongoing process of Quality Improvement to evaluate and improve upon services and standards.
- Other duties as assigned by the Executive Director.

### **SUPERVISORY RESPONSIBILITIES:**

Directly supervises Health Services Department staff. Responsibilities include: recruitment, hiring and orienting staff; progressive disciplinary actions, performance appraisals, staff schedules, requests for time off; assigning and directing work, annual tuberculosis screenings; and providing in-services for all employees. Oversees the Lead Aide Program. Oversees the medication management program.

### **QUALIFICATION REQUIREMENTS:**

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required.

### **EDUCATION AND/OR EXPERIENCE:**

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Graduate of an accredited school of nursing with a current valid Registered Professional Nurse license. Three to five years geriatric, long-term or home care nursing experience preferred.

**LANGUAGE SKILLS:**

Ability to read, analyze and interpret general business periodical, professional journals, technical procedures, and governmental regulations. Ability to write reports, business correspondence, and nursing notes. Ability to effectively present information, and respond to questions. Demonstrates acceptable telephone etiquette.

**REASONING ABILITY:**

Ability to problem solve using nursing judgement to form nursing diagnoses and develop appropriate interventions and solutions. Ability to critically think, multi-task and effectively triage.

**CERTIFICATES, LICENSES, REGISTRATION:**

Current Registered Professional Nursing License. Must hold a current and valid Drivers License, CPR/AED certification.

**OTHER SKILLS AND ABILITIES:**

Effective and time sensitive communication and mediation skills. Must be adept with management of dementia related behaviors, chronic and acute state mental health issues; chronic and complex disease management strategies. Must be able to effectively cope with the mental and emotional stress of the position. Excellent observation skills are necessary for this position.

**COMPUTER SKILLS:**

Must be able to efficiently utilize a computer to meet the documentation and assessment requirements.

**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:

- Required to delegate medications and/or treatments;
- Able to handle or feel small objects while doing medications or treatments;
- Able to lift, push, and/or move 50 pounds, while assisting with resident care administering medication and/or treatments;
- Able to stoop, reach, turn, and bend at times.
- Expected to occasionally detect odors in order to ensure resident safety, and in the assessment of certain symptoms.

**WORK ENVIRONMENT:**

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. The employee is occasionally exposed to infection. The noise level in the work environment is usually moderate. The employee is sometimes exposed to extreme cold or extreme heat.

Employee's Signature: \_\_\_\_\_

Date: \_\_\_\_\_

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