



GRACE MGMT INC.  
A CPF LIVING COMPANY

**JOB DESCRIPTION**  
**Grace Management, Inc.**

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**Position:** Executive Director

**Reports to:** Regional Director of Operations

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**Summary of Duties**

Manage daily operations of the senior living community within parameters of established policies and procedures and in keeping with the philosophy and mission of the organization. Maintain compliance with federal, state, and local regulations. Supervise and direct the work activity of department supervisors and associates. Create and maintain a high level of resident, family, and associate engagement and satisfaction.

**Essential Functions**

- Prepare and enforce policies regarding duties and activities of community associates.
- Ability to prepare all reports as required by management and home office.
- Oversee all department supervisors and administrative personnel.
- Manage the entire personnel function; recruitment, employment, performance, on-going evaluation, promotion and discharge of associates, per Grace Management procedure.
- Responsibility for all financial transactions; maintain financial records, including petty cash; Participate in accounts receivable and payable functions, as defined by supervisor.
- Collect (or coordinate with business office manager) all rent and service fees by designated date and ensure deposit in bank, per Grace Management procedure.
- Assure confidentiality of all verbal and written information pertaining to residents and associates.
- Oversee the confidentiality and safe storage of current and closed resident records, associate records, and physical plant records in compliance with regulatory requirements.
- Interface with accounting and personnel departments at the Grace Management Home Office to meet objectives pertaining to financial and payroll deadlines.
- Assist with preparation of an annual budget and adherence within budgeted guidelines.



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- Assure all necessary supplies/equipment are purchased, maintained, and accounted for at all times within the community.
- Oversee purchase of supplies, equipment, or services; including all vendor contracts and capital improvement requests as assigned by supervisor.
- Develop, schedule, plan, and procure materials for associate in-services and meetings.
- Develop relationships with a variety of community agencies that can be of benefit to community.
- Develop one-on-one relationships with residents, families, and associates.
- Arbitrate complaints and disputes concerning residents, family, and/or personnel.
- Meet with and review and evaluate all recommendations of the community's resident council and their meetings.
- Observe and enforce all sanitation, safety and infection control policies and procedures.
- Maintain and oversee all community insurance programs.
- Prepare and/or oversee time reporting of associates and oversee all payroll functions to ensure associates are actually paid on designated payroll dates.
- Serves as the Sales Leader of the community by assuring sales and marketing objectives are achieved and maintained and occupancy goals are met; and that the community has an effective business development plan and presence in the greater community.
- Coordinate details related to move-ins and move-outs.
- Meet with new residents and families to explain residency agreement and process at time of move-in and ongoing if questions arise.
- If applicable, work with the wellness team to assess resident functional status and social, psychological, and spiritual needs on an ongoing basis, but especially prior to move-in and after hospital stays; Assure that care plans are completed and arrange services and support to meet resident needs; Refer residents to community-based services and medical services as necessary; Implement approaches and services to maintain or enhance resident independence.
- Initiate action plans and family conferences for resolving problems identified by associates, residents, or family members.
- If applicable, initiate resident/family conferences when a change of service level is required; Document goals and action plans and review dates on appropriate forms.
- Assure final determination on eligibility of continued residency.



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- Assure continuity and consistency in delivery and quality of services.
- Assure state regulations are met and work closely with state oversight agencies; including review of state deficiencies and the development of plan of corrections.
- Maintain high degree of resident satisfaction and evaluate resident satisfaction regularly; Implement programs and changes to enhance resident satisfaction with approval of supervisor.
- Prepare weekly and monthly reports as directed by supervisor.
- Assume on-call responsibilities on a rotational basis and assign on-call responsibilities to other associates on a rotational basis to ensure after-hours response to resident emergencies and physical plant problems.
- Organizes, maintains, and participates in weekend Manager on Duty.
- Ensure appropriate handling of on-the-job injuries as reported by associates and any incidents involving residents and visitors.
- Maintain and upgrade knowledge and implementation of standards and requirements specified by federal and state laws.
- Carry-out other duties as assigned by supervisor or as necessary to maintain quality and continuity of services, safety of residents, and security of premises.

### **Non-Essential Functions**

- Supports and participates in the resident centered activity programs.
- Participates in projects or committees as assigned.
- Attends all associate meetings including in-service education and associate functions, as requested by supervisor.
- Assists in a variety of tasks involving residents as assigned.

### **Knowledge, Skills, Abilities, and Experience**

- Bachelor's Degree preferred; Minimum of High School Diploma or GED equivalent and five years of relevant senior living community management experience or comparable post-high school education which may include vocational or college education; and three years of relevant senior living community management experience with proven leadership and management skills.
- Meet or be willing to obtain the state specific regulatory requirements for administration of a community; including independent, assisted, and memory care.
- Excellent computer skills including: Windows, Office, Word, Excel, Outlook, internet based and property management programs.



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- Exceptional grammatical and writing skills, proficient with email process and etiquette.
- Ability to read, write, and speak English.
- Ability to comprehend and apply regulations, employment and labor laws, local, state, and federal standards and requirements.
- Must have the interpersonal skills to work with various levels of people, associates, and residents.
- Familiarity with office equipment including fax, copier, computers, scanner, phone, postage meter.
- Be free of communicable disease.
- Completion of drug testing and criminal record background check upon hire and upon request of supervisor/Grace Management Human Resources.
- Physical requirements include bending, standing, lifting, stooping, sitting, walking, stretching, and ability to lift/carry up to 40 pounds.
- Able to travel for regional meetings and other meetings as requested by supervisor.