



GRACE MGMT INC.
A CPF LIVING COMPANY

JOB DESCRIPTION

Grace Management, Inc.

Position: Regional Director of Operations

Reports to: Senior Vice President of Operations

Summary of Duties

The Regional Director of Operations (RDO) position reports to the Senior Vice President of Operations. The RDO provides oversight for the Operation functions of multiple communities within the Grace Management, Inc., portfolio. This position must have the ability to influence, lead and coach Executive Directors. An RDO must possess excellent time management skills as well as be self-directed and resourceful. The geographic footprint of the organization is expansive, and this position requires extensive travel.

Essential Functions

- Guide, lead, and coach Executive Directors to ensure operations standards for effective service delivery, quality, cost control, and safety are met.
- Direct implementation and execution of company policies and procedures throughout the portfolio; supporting and reaffirming the Executive Directors ability to make a positive difference in the lives of our team members and residents.
- Recruit, train, develop, and assess the performance of highly motivated and effective Executive Directors.
- Create, implement, and monitor goals related to revenue, census, turnover, operational expenses, labor management, and overall performance results in the region and assist Executive Directors to implement corrective measures to address/resolve variances.
- Oversee community operations; Perform site visits; Ensure that programs are being implemented and utilized to their fullest potential; Strategize to take communities to the next level and work with regional and corporate team members to ensure the community is exceeding expectations.
- Identify trends and interact with the operating team to develop and monitor action plans, leadership and development, resident relations, and safety.
- Develop, implement, and track annual operating and capital budgets.



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- Ensure that each community maintains compliance with all local, state, and federal regulations.
- Participate in state associations and regulatory agencies.
- Manage and report all essential legal issues and take appropriate action to ensure the company complies with applicable laws and regulations.
- Initiate appropriate actions on reports and recommendations provided by authorized inspection agencies.
- Build strong relationships with Executive Directors, Sales Directors, and Regional Directors.
- Act on constructive feedback by listening to supervisor, customers, and associates and use it to improve performance.
- Maintain resident, associate, and community confidentiality.
- Demonstrate positive attitude and ability to work well with all people.
- Promote positive work environment that emphasizes teamwork.
- Comply with deadlines as outlined by Senior Vice President of Operations.
- Understand processes, reports, and tools available.

Knowledge, Skills, Abilities, and Experience

- Bachelor's degree in business, health-related field, or hospitality; master's degree preferred.
- Demonstrated 5-10 years of healthcare management experience, including at least five years of recent executive director and/or administrator job experience.
- Prior experience in a regional role and/or with multiple building responsibilities preferred; Experience in managing various disciplines while ensuring adherence to federal, state, and corporate standards is required.
- Experience in assisted living and memory care strongly preferred.
- Knowledge of financial management skills and familiarity with business principles and practices.
- Must hold or qualify for state license required to operate an Assisted Living Community; Nursing Home, or comparable service facility.
- Active / valid driver's license required for extensive travel.
- Must possess proven track record in leading, training, and coaching professionals in achieving census and financial goals.
- Must be proficient in Microsoft Word, Excel and CRM database systems.
- Must follow the Grace Management, Inc. policies and procedure manuals and associate handbook.