

# Assisted Living Coordinator

## POSITION SUMMARY

The Assisted Living Coordinator ensures exemplary service delivery, life quality and peace of mind for seniors' residing in the assisted living residence. The Assisted Living Coordinator leads the team in ensuring quality programs and services are delivered according to resident needs and choices so as to uphold life quality and resident/family peace of mind. The Coordinator reports to the Community Manager or the Vice President Operations.

## KEY RESPONSIBILITIES

Works directly with the inSite client, health authority representatives, residents and their families to coordinate community tours, move ins, assessments and reassessments, shared responsibility agreements, transfers and move outs;

Under the direction of the Community Manager or Vice President Operations implements, monitors, evaluates and recommends improvements to the Program Description and Operating Plan, operating budget, human resource plan and community relations plan;

Provides leadership and direction for staff involved in the provision of exemplary service by fostering and promoting new initiatives; interpreting and implementing policies and procedures; mentoring and role modeling; scheduling and assigning work; developing and evaluating social programs and monitoring and evaluating service delivery. Leads and coordinates medication management and pharmacy services;

Assists with development and participates in recruitment initiatives, staff orientation, in-service training programs, staff performance evaluation and staff development initiatives in accordance with inSite human resource policies and procedures. Supports the integration of personal care and hospitality services by leading, coordinating and communicating effectively with staff;

Collects and maintains financial, human resource and statistical information used to evaluate overall program effectiveness, client satisfaction and compliance with program objectives. Champions quality improvement initiatives by conducting service audits, interpreting results and making recommendations for improvement;

Works effectively with staff, residents and their families, members of the community and health authority representatives to maintain positive working relationships and uphold the intent and philosophy of the assisted living program. Assumes a leadership role in the reporting, investigation and resolution of critical incidents and unusual occurrences; and

In residences under 40 units, schedules, mentors and directly supervises staff. Coordinates payroll, employee benefits, purchasing and budgeting through corporate office. Oversees the provision of exemplary hospitality and personal care services delivered within the scope of the assisted living program. Coordinates training and monitoring of Delegated Tasks for Assisted Living Workers.

## EDUCATION, QUALIFICATIONS AND EXPERIENCE

- ◆ Full scope of practice Licensed Practical Nurse with membership in good standing with the College of Licensed Practical Nurses of British Columbia
- ◆ Experience leading and coordinating service provision preferably for seniors in a community setting
- ◆ Creative and participatory leadership approach to service provision within an environment requiring a balance between regulation, customer service, fiscal constraints and service provision
- ◆ Strong verbal and written communication skills; able to resolve conflict, facilitate operations planning, coordinate programs and services for residents with divergent needs and interests
- ◆ Strong clinical assessment skills and knowledge of commonly used medications including drug interactions and contraindications