# Position Identification

Title:House Team Leader

Reports to: Administrator

Supervises: Team Member

Performance Review: Administrator

Hiring Decision: Owner/Administrator

# Job Summary

The House Team Leader is responsible for the planning, direction, monitoring, coordination, control and evaluation of the operations of the respective Home site. This individual must be able to effectively communicate both in written and oral form. The House Team Leader assists the Administrator of *Homes* in the evaluation of operational performance, quality of service, and delivery and competitiveness with other area facilities. This person must have excellent leadership skills to aid in motivating and developing the resident staff. This individual must be highly organized and possess outstanding interpersonal skills with a high level of energy and enthusiasm. The House Team Leader must be a firm decision-maker, taking into consideration the impact of his/her decision on the overall facility.

# Essential Functions

* The House Team Leader reports to the Administrator. The House Team Leader is responsible for carrying out the primary duties as outlined by the Administrator. These essential functions include, but are not limited to:
* Demonstrate positive interpersonal relations in dealing with employees, residents, residents' families, visitors, and co-workers in a professional, confidential manner.
* Initiate and participate in quality assurance and quality improvement activities based on the four components of quality: customer satisfaction, employee satisfaction, process/system refinement, and financial impact.
* Demonstrate the ability to embrace and project the values of the facility: safety, trust, and respect, teamwork, partnership and service, compassion, integrity, efficiency, and financial responsibility.
* Provide informative written and oral correspondence to the Administrator and act in an advisory capacity on facility issues.
* Make informative, decisive decisions and inform the staff of all major changes and/or changes to policy.
* Communicate accurate and pertinent information to facilitate effective and efficient resident care.
* Oversee the financial and operational performance of the facility.
* Assure that standards and objectives for maintenance of a quality facility are met.
* Apply problem solving and conflict resolution skills where needed.
* Maintain awareness of governmental, societal, legal, environmental, and competitive factors affecting the home.
* Work to establish a group culture to enable to function as a “whole.”

## Duties

The House Team Leader is expected to perform position-related duties that include, but are not limited to:

**Dietary**

1. Prepare nutritious, well-prepared and presented meals on a timely and consistent basis in accordance with written menu, approved recipes, special diet requirements, and number of persons served.
2. Insure food, food preparation, equipment, and storage areas are maintained in accordance with sanitation requirements.
3. Serve food according to dietary guidelines, checking for completeness and accurateness of the food served.
4. Review residents' diet information and care plans and discuss with resident, family, and resident care attendants as necessary to make appropriate changes.
5. Monitor portion control guidelines for individual residents.
6. Maintain sufficient inventory and purchase food items within budget.
7. Stock and store food items.
8. Retrieve dishes and utensils following meals and insure all dishes and utensils are washed and properly sanitized.
9. Complete weekly grocery shopping lists.

**Residents**

* Assist residents with activities of daily living (ADLs). ADLs include, but are not limited to, grooming, care and selection of clothing, cleanliness of clothing, shaving, bathing, oral hygiene, shampooing and curling hair, eating and sleeping, planning daily activities and spending quality time with individual residents.
* Assist residents in light housekeeping, including inspection and/or making of residents' beds insuring bedding is clean.
* Assist residents that may be incontinent of bowel and/or bladder, including making sure residents are clean and dressed in clean clothing.
* Supervise residents in medication self-administration according to the Medication policy.
* Assist with maintenance of residents' records, charting medications and documenting residents' activities in the logbook.
* Write family appointment times on the calendar when families make appointments to visit residents.
* Arrange for resident transportation if needed.
* Insure that residents' needs are met including daily activities.
* Conduct resident council meetings as needed including the preparation of the agenda and maintenance of minutes.
* Facilitate staff, resident, and family communication to resolve conflict, create a positive home environment, and to continually promote innovative resident care.
* Evaluate potential residents and admit and discharge residents.

**Regulatory and Legal**

* Administer the facility's policies and procedures and recommend changes as necessary.
* Bring to the attention any deficiencies that may arise and correct as necessary.

1. Insure compliance to policies relating to blood-borne pathogens, hazard communication, and infection control.
2. Insure compliance with respect to risk management; death, the dying and the aging process; fire safety; disaster preparedness; residents' rights; grievance procedures; and medication administration.
3. Assist during a state survey or other in-house inspection of records.

* Serve as the liaison with the State on rules and regulations.
* Relay new information and regulatory changes from State officials to the staff

**Financial Management**

1. Collect rent at the beginning of each month.
2. Take corrective action when administration indicates budget concerns exist.

**Personnel**

1. Develop staff positions and decide when positions need to be filled.
2. Assist in the development of job descriptions and performance appraisal systems.
3. Complete annual and probationary performance appraisals for all resident staff.
4. Recruit, select, hire, evaluate, and terminate resident personnel.
5. Train and supervise resident personnel insuring each employee is trained and knowledgeable with respect to blood-borne pathogens, hazard communication, and infection control.
6. Approve and implement protective infection control techniques for personnel with communicable disease, infectious wounds, or other transmittable conditions.
7. Train and supervise resident personnel insuring each employee is trained and knowledgeable with respect to risk management; death, dying and the aging process; fire safety; disaster preparedness; residents' rights; grievance procedures; and medication administration.
8. Schedule staff to insure safety and proper care of residents according to allotted man-hours.
9. Enforce personnel policies and insure consistency in decisions made.
10. Plan and direct monthly employee meetings and in-services.
11. Assure that each employee maintains personal cleanliness and hygiene.
12. Insure each new staff member receives a full orientation upon hire.
13. Serve as the liaison for payroll and benefit questions.
14. Insure valid licensure of staff in positions where licensure is required.
15. Complete employee exit interviews.

**Marketing and Public Relations**

1. Act as liaison to community organizations and businesses including nursing homes, hospitals, senior centers, and retirement homes.
2. Promote a positive image to residents and the community.
3. Give tour when administration or owners are unavailable and take down pertinent information so administration can follow up.

**Facility Management**

1. Ensure optimal maintenance of the building, grounds, and equipment to include building engineering and housekeeping.
2. Monitor and maintain household supply inventory.

**Activities**

* Check the activity calendar and plan activities into the day.
* Implement activities for the social, emotional, physical and other therapeutic needs of the residents.

1. Maintain detailed records of activity participation of individual residents, identifying progress toward established care plan goals.
2. Participate in resident care planning by identifying the activity needs of residents in accordance with the medical assessment, working with other professionals as necessary.
3. Conduct resident activity histories and assessments upon resident entry as required by state and federal standards.

**Other**

1. Answer the phone and/or questions, writing accurate messages and delivering those messages promptly to the appropriate individual.
2. Develop skills and education through in-services or other continuing education opportunities. Annual continuing education requirements shall be no less than eight hours annually. Such continuing education shall exclude CPR and First Aid certification.
3. Develop skills and education through other higher educational and/or continuing education opportunities. Annual continuing education requirements shall be as determined by State regulations or as required by the Administrator / Owner.
4. Complete full orientation upon hire.

**Job Specifications**

**Essential Qualifications**

*Education/Certification*

* High school diploma or equivalent.

1. If needed a certification from a physician, nurse practitioner, or other health care professional to verify no communicable diseases, open skin lesions, or any other health problems that would interfere with job performance.

* No previous felony conviction or conviction for fraud of the federal government.
* First aid certification.

1. One year of experience in the elderly care field.
2. Successful completion of training program.
3. Has sufficient physical, emotional, and mental capacity to carry out the requirements of the position as verified by a statement from a licensed physician or nurse practitioner upon assuming responsibilities.

*Skills/Abilities*

1. Knowledge of the assisted living care industry.
2. Excellent leadership skills.
3. Decisive, well-informed, decision-maker.
4. Ability to communicate effectively in written and oral form.
5. Capacity to work effectively with different types of people.
6. Ability to work efficiently and complete projects under pressure with time constraints.
7. Ability to calmly handle stressful situations.
8. Demonstrate organizational capabilities.
9. Knowledge of food safety.
10. Knowledge of nutritional/dietetic principles and applications based on calorie levels and nutrient adequacy.
11. Knowledge of how to design special diets specific to a health condition.

**Preferred Qualifications**

1. One year of experience in the management of an Assisted Living Center.
2. Bachelor's degree.
3. Well-rounded with developed outside interests.

**Position Environment**

This position requires the ability to manage a diverse group of individuals. Physical demands include moving furniture, light equipment and supplies, and operating office equipment. Lifting, on a regular basis, up to twenty-five pounds, is required. Occasional lifting and carrying of items up to fifty pounds is also required. Standing, for long periods of time, up to 2-4 hours per day, is required. Requires hearing to normal range and corrected vision. The House Team Leader facilitates and participates in meetings on behalf of The House Team Leader position is an exempt position under the FSLA and does require overtime in order to accomplish those duties outlined and to complete projects. Occasional stress related to multiple responsibilities.