

HUMBOLDT SENIOR RESOURCE CENTER
Job Description

JOB TITLE: Center Manager
DEPARTMENT: Redwood Coast PACE
REPORTS TO: Assistant Director of PACE
FLSA STATUS: Exempt/Salary
APPROVED: **September 2021**

JOB SUMMARY: Responsible for the day-to-day operations of the Redwood Coast PACE Day Center including management, staffing, budgeting, and compliance responsibilities. Oversees the Interdisciplinary Team (IDT) and services provided and/or coordinated through the program's Day Center.

ESSENTIAL DUTIES & RESONSIBILITIES:

1. Coordinates all PACE program activities including assessments, care planning and implementation, preparation for IDT conferences, daily morning briefings, family conferences, service delivery requests, and all related follow-up.
2. Provides day-to-day oversight of contract employees and services serving the IDT.
3. Leads and facilitates the IDT, guiding it to achieve its goals and ensure ongoing operational efficiency, developing therapeutic plans of care for enrollees, and addressing changes in conditions or emergent issues or concerns according to regulatory requirements, PACE standards, policies, and procedures. Monitors IDT approved deadlines, goals, and timelines.
4. Participates as a member of PACE's management team, serving as the liaison between administration and employees. Leads and participates as a member of the Quality Assessment and Performance Improvement Committee and other relevant sub-committees as applicable.
5. Contributes to steps of the enrollment process as needed. Maintains and supports coordination between Day Center team members to achieve efficiency and meet regulatory requirements for the enrollment process.
6. Coordinates with the Assistant Director of PACE and Quality Assurance Coordinator to resolve reports of participant rights violations, grievances, appeals and other issues related to service and quality of care.
7. Maintains accountability for the safety and health of program participants and employees. Promotes safe work practices, investigates unsafe work and/or incident reports, and provides safety training to program employees. Intervenes immediately when condition(s) pose an immediate threat to participants, employees, contractors, visitors, or others.
8. Demonstrates respect for and promotes participant rights, including dignity, self-determination, access to care, confidentiality, and independence.
9. Works collaboratively with the Assistant Director of PACE and Quality Assurance Coordinator to ensure adequate employee education, training, and competency regarding program policies and procedures.
10. Coordinates oversight of physical and chemical restraints for participants alongside the agency's Primary Care Providers, Registered Nurses, and Quality Assurance Coordinator, ensuring policies and procedures are followed.
11. Oversees use of the medical records system, identifying improvements, corrections, modifications, and/or training needs to achieve accurate, timely, and consistent data.

12. Reports maintenance and repair needs to the facilities department for all non-medical and non-electrical program equipment. Collaborates with facilities department to ensure completion of repairs and maintenance.
13. Facilitates recruiting, interviewing, hiring, orienting, training, supervising, coaching, evaluating, disciplining, and terminating of program employees, students, and volunteers. Collaborates with Assistant Director of PACE and Director of Human Resources as appropriate.
14. Completes IDT discipline-specific competencies for direct reports.
15. Manages and acts as direct supervisor for assigned personnel including Day Center CarePartners, Receptionist/Center Coordinator, Activity Supervisor, Social Workers, Registered Dietitian, Physical Therapist, and Occupational Therapist.
16. Ensures and maintains adequate daily staffing, assigning employee duties and tasks, or designates other team leaders and supervisors to do so as appropriate.
17. Arranges employee training and development as required and/or necessary. Ensures ongoing and program compliant in-service training and documentation for employees, contractors, and volunteers.
18. Reports to the Assistant Director of PACE concerning personnel matters of the Day Center, including situations or occurrences that impact employee relations and morale.
19. Oversees timesheet completion and requests for leave of program employees in coordination with the Activity Supervisor. Works with Payroll to ensure timesheets are prepared accurately and in a timely manner.
20. Enforces written agency and program policies within the Operations Manual and Employee Handbook.
21. Responsible for maintaining the PACE Emergency Operations Plan and reviewing policy and procedures with program employees at least annually in coordination with the Quality Assurance Coordinator.
22. Participates in the program's policy and procedure development.
23. Continually seeks better ways for delivering services and communication with participants.
24. Provides program orientation to new employees and tracks and maintains records of Competencies for all program staff.
25. Monitors and approves purchased services while ensuring operational efficiencies and fiscal responsibility.
26. Incorporates and emphasizes the importance of community outreach and participates in activities that link PACE to the community.
27. Serves as a supervisor to student interns and volunteers working within the professional discipline and program area. Participates actively in their training as a guide, teacher, and mentor.

EDUCATION &/or EXPERIENCE:

1. Bachelor of Science degree in Nursing or other advanced degree in Social Work, Public Health, or other related discipline required.
2. Five (5) years of experience in health care or social services with at least two (2) years supervisory experience required.
3. Minimum one (1) year working with a frail or elderly population preferred.

LICENSES OR CERTIFICATES:

1. Valid California Driver's License, good driving record, and personal auto liability insurance required. Must have a personal vehicle in good driving/operating condition and insured for State minimum liability requirements that can be used for the applicable job functions.

PRE-SCREENING REQUIREMENTS:

1. Requires clearance of a DOJ and FBI criminal history background check, pre-employment physical, and PPD skin test.

JOB SKILLS:

1. Knowledge and experience working with the physical, social, and mental health programs operating within a licensed health facility or clinic.
2. Skills, knowledge, and abilities related to the health, mental, cognitive, and social needs of the participant population being served by the program.
3. Ability to provide care for the frail and elderly and interest in working with elderly and disabled adults to enhance and encourage their independence.
4. Ability to function effectively within a multi-service, community-based nonprofit agency.
5. Ability to comply with program requirements and applicable government regulations.
6. Sound verbal and written communication skills to convey information effectively. Ability to communicate effectively and openly with other team members on participant's status and needs.
7. Excellent interpersonal skills that result in maintaining a positive attitude, team building and contribution to effective work relationships, successful negotiation, and conflict resolution with co-workers, management, participants, and community contacts including referral sources.
8. Ability to use good judgment, resourcefulness, flexibility, and problem-solving skills.
9. Ability to work independently and to lead a diverse team of various occupations. Strong administrative, organizational, and supervisory skills. Ability to train and delegate responsibilities among employees.
10. Ability to work with, supervise, and discipline employees in a team setting.
11. Ability to prioritize and complete duties within an agreed upon time frame and adjust personal schedule as required, and adapt appropriately to changes in priorities and workload.
12. Ability to incorporate an understanding of detailed requirements in work activities. Ability to collect and analyze data.
28. Ability to assist in budget development and monitoring. Ability to understand and navigate fiscal situations and to monitor and achieve budget targets.
13. Ability to coordinate, advocate, and cooperate with other agencies for seniors with tact and diplomacy.
14. Ability to speak to public and private community groups about agency programs and to participate in various outreach and fundraising efforts as required.
15. Strong basic computer skills (Microsoft Outlook, Word, Power Point, and Excel). Ability to navigate, use, and maintain database software programs.

SUPERVISORY REQUIREMENTS:

1. This position directly supervises multiple positions as outlined above.

PHYSICAL REQUIREMENTS:

1. Ability to sit at a desk and interact with a computer screen for extended periods of time.

2. Hand and arm strength sufficient to operate a keyboard for several hours each day.
3. Physical abilities sufficient to move between different staff work areas, communicate with co-workers and the public, operate a computer, produce reports, talk on the telephone, and travel to other agency worksites.

ANALYSIS OF PHYSICAL DEMANDS:

Key (Based on typical week): **N**=Never; **R**=Rarely (Less than 1 hour per week); **O**-Occasional (1%-33% of time); **F**=Frequent (34%-66% of time); **C**=Constant (over 66% of time)

Activity	Frequency					Activity	Frequency				
	N	R	O	F	C		N	R	O	F	C
Lifting/Carrying						Twisting/Turning					
Under 10 lbs.				x		Reach over shoulder			x		
11-20 lbs.			x			Reach over head			x		
21-50 lbs.		x				Reach outward			x		
51-100 lbs.	x					Climb	x				
Over 100 lbs.	x					Crawl	x				
						Kneel		x			
Pushing/Pulling						Squat		x			
Under 10 lbs.				x		Sit				x	
11-20 lbs.			x			Walk-Normal Surfaces				x	
21-50 lbs.		x				Walk-Uneven Surfaces	x				
51-100 lbs.		x				Walk-Slippery Surfaces	x				
Over 100 lbs.		x				Stand				x	
Other						Driving			x		
Keyboard/Ten Key				x							
Fingering (Fine dexterity)				x							
Handling (grasping, holding)				x							
Repetitive Motion-Hands			x								
Repetitive Motion-Feet	x										

The above statements are intended to describe the general nature of work performed. They are not considered as an exhaustive list of all job tasks performed. Redwood Coast PACE reserves the right to change job descriptions, work hours or work sites as required by the program.

The Humboldt Senior Resource Center is a private, non-profit, multi-purpose senior center providing a continuum of social and health related services. The agency currently holds contracts with the California Department of Aging and Area One Agency on Aging.

The Humboldt Senior Resource Center is an equal opportunity employer. We will not unlawfully discriminate against qualified applicants or employees with respect to any terms or conditions of employment based on race, color, national origin, ancestry, sex, sexual orientation, age, religion, physical or mental disability, medical condition, pregnancy, breastfeeding, gender identity, marital status, citizenship status, military or veteran status, genetic information, or other basis protected by applicable federal or state law.

Employee Signature

Date