



SAMPLE JOB DESCRIPTIONS

PACE CENTER MANAGER



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SAMPLE A

11/02

I. IDENTIFICATION

Position Title: Day Health Center Supervisor

Department:

Cost Center(s) :

HR USE ONLY JOB CODE:

Area Dir. Title: Director, Senior Services

Date Completed: (Date)

Work Location(s):

II. PRINCIPAL ACCOUNTABILITIES (SUMMARY)

The Day Health Center Supervisor is responsible for the administration and coordination of services of the program. Responsible for the planning, coordination and implementation of all activities in the Day Health Center, including the supervision of Health Care Aides and the Recreation Therapy staff.

III. POSITION REQUIREMENTS

Minimum Desired

Education, credentials, licenses:

College degree in a field such as rehabilitative therapy, nursing, social work, recreational therapy or related field is required.

Specialized knowledge:

Knowledge of health care delivery systems, regulations, quality assurance and medical and non-medical needs of the elderly is desired.

Kind & length of experience:

Supervisory and administrative experience is required. Two years' experience and interest in working with the elderly is required.

WORKING CONDITIONS/PHYSICAL DEMANDS REQUIRED:

Activity	Rarely	Occasionally	Frequently	Consistently	Activity	Rarely	Occasionally	Frequently	Consistently
Walking				X	Manual Dexterity				X
Sitting				X	Use of Hands				X
Pushing			X		Talking				X
Pulling			X		Hearing				
Climbing		X			· Normal Conversation				X
Stooping				X	· Other Sounds				X
Kneeling				X	Vision				
Reaching				X	· Acuity, Near				X
Lifting					· Acuity, Far				X
· Over 50 lbs		X			· Color				X
· Under 50 lbs			X		Standing				X

Patient Care Providers Only: Incumbent must be trained to provide assessment, treatment or care for patients of all ages with additional education focused on treatment and care of *adult and geriatric* patients.

IV. PERFORMANCE MEASURES & STANDARDS

MAJOR RESULTS/STANDARDS POSITION IS EXPECTED TO ACHIEVE.	% WEIGHT
1. Responsible for the planning, coordination and implementation of all activities in the Day Health Center, including the supervision of Health Care Aides and the Recreation Therapy staff. <ul style="list-style-type: none"> • Provide and encourage excellent customer service to participants in the Day Health Center • Responsible for the development of systems and policies in the Day Health Center Area that meet all credentialing standards and ensure quality and efficiency. • Coordinate RT programs with other departments and outside agencies as necessary. • Conduct RT programs throughout the Center. 	45%
2. Provide leadership on the Center’s Multidisciplinary Team and individual staff. <ul style="list-style-type: none"> • Facilitate the development of the participant treatment plan. • Facilitate managing and monitoring participants’ progress and decline. • Participate in the development and implementation of RT care plans. 	10%
3. Actively participate in daily Team meetings, communicating relevant issues to the Team and ensuring all Day Health Center staff are informed and up to date.	5%
4. Coordinate staff development and training, and assist with other human resource issues in conjunction with (PACE Program) Human Resources Department.	10%
5. Fulfill administrative requirements such as completion of forms as necessary, including daily participation reports, statistical records, and DataPACE forms and chart entries in a timely and accurate manner.	10%
6. Make emergency arrangements as needed; inform Operations Manager of all unusual incidents. <ul style="list-style-type: none"> • Provide back-up coverage for other personnel as necessary 	5%
7. Maintain the Day Health Center and its equipment in cooperation with the Operations Manager.	5%
8. Perform all other reasonably related jobs as assigned. <ul style="list-style-type: none"> • Participate in forwarding the mission and goals of (PACE Program). • Demonstrate respect for participants and staff. Maintain a cooperative and supportive work relationship with participants, family and (PACE Program) staff. • Maintain participant and staff confidentiality at all times. • Perform other duties as assigned by the Operations Manager. 	10%
	<hr style="width: 100%;"/> 100%

V. PROBLEM SOLVING

BELOW ARE TWO TYPICAL PROBLEMS THIS POSITION MUST RESOLVE TO ACHIEVE THE STANDARDS LISTED IN SECTION IV.

1. Resolve staffing issues, develop teamwork and make assignments when unexpected events occur, such as a Health Care Aide calling off.
2. Frequent problem solving to ensure the Day Health Center staff meets the unique needs of the enrollees in a non-traditional way, including ethical considerations and quality assurance issues. Being creative to meet the unique recreational needs of the participants, incorporating their individual cognitive level functions.

VI. POSITION STRUCTURE

Incumbent(s) report to what position? Operations Manager

What other positions report to the same position? Project Manager
 Social Workers
 Intake Coordinators
 Physician Services
 Nurse Practitioner
 Therapy Services
 Administrative Services

What team/committee is incumbent(s) a member of? Ethics Committee
 Multidisciplinary Care Team
 Quality Assurance Committee
 Growth Management Committee

What departments/cost centers report directly to this position? Recreational Therapy
 Day Health Center Aides

What titles report directly to this position? Recreational Therapists
 Recreational Therapy Assistants
 Lead Health Care Technician
 Health Care Aides

How many FTEs report to this position? 20.5 **Directly** **Indirectly**

Annual operating budget? **Revenues** **Expenses**

Does this position have supervisory responsibility? Please check all that apply.

 Not applicable **Assists** **Recommends** X **Performs**

Management Approval _____

SAMPLE B

Job Title

Director, Day Center

Department

Day Center Administration

Reports To

President and CEO

Revised (date)**JOB OBJECTIVES:**

Incumbent is responsible for the day-to-day operations of the day center and the coordination of all care delivered to participants in (*PACE Program*). This includes the management of the Interdisciplinary Care Team as well as the oversight of the facility's operations and systems.

JOB RESPONSIBILITIES:**I. Coordinates the Care Team's care management process to ensure the best care decisions for each participant's changing condition.**

- A. Provides leadership and facilitates the Interdisciplinary Care Team meetings for development and implementation of care plans.
- B. Ensures that documentation of team meetings is maintained and changes are recorded in individual care plans.
- C. Ensures that notification is sent to appropriate agencies and regulatory bodies when care plans are changed.
- D. Ensures that team members understand the importance of their and others' roles on the team and remain open to the cooperative dynamic of the team.
- E. Participates in the continued development of the team to improve the team decision-making process.
- F. Works within the quality management program to evaluate and improve performance.
- G. Provides on-call coverage to troubleshoot, advise, teach, coordinate and deliver care and service to participants.

II. Manages the service delivery of the day center

- A. Ensures the effective operations of activities, nutrition, personal care, clinical services, rehabilitation and other services of the center within the standards and regulations of the program.
- B. Develops and recommends the annual budget for center operations and monitors budgets by service and per member month.
- C. Ensures that participants are oriented to the program and have opportunities to express their opinions about the care and services they receive.
- D. Develops and ensures compliance with policies and procedures.
- E. Prepares and submits statistical and other reports required by management, funding or contracting agencies.
- F. Ensures the adequacy of equipment and supplies.

III. Ensures service coordination of home care, transportation and meals

- A. Coordinates with contract services for meals, transportation and home care.
- B. Oversees the staff who provide the care management of participants related to these services.
- C. Ensures the inclusion of opinions and when appropriate, representative staff from contract services in the care planning process.
- D. Ensures the provision of quality service within expected standards and financial targets.

IV. Directs and oversees the staff and volunteers of Center departments

- A. Hires, trains, evaluates and disciplines managers and staff in the Center.
- B. Ensures that staffing is maintained at the appropriate levels to provide safe and effective care. Recommends staffing levels in planning and budget development.
- C. Coordinates orientation and in-service programs for staff to meet regulatory requirements and support performance improvement.
- D. Meets regularly with direct reports to review goals, trends and performance measures to facilitate change as needed.
- E. Recommends establishments of lead and supervisory positions as appropriate and facilitates staffing transitions.

V. Manages the facility support for a safe and comfortable environment

- A. Ensures the appropriate maintenance of equipment and furnishings in the center.
- B. Ensures that appropriate equipment and supplies are available, including recommendations for capital equipment and authorization and oversight of purchasing for small equipment and supplies.
- C. Ensures that infection control, fire safety and related safety procedures are followed.
- D. Manages the contracts for waste management and housekeeping.
- E. Ensures durable medical equipment is maintained in safe, usable condition.

VI. Coordinates with contract services to ensure understanding of the PACE model and cooperation with the care management process

- A. Ensures the coordination with home health, long term care and medical services according to participant care plans.
- B. Assists in the development of agreements and contracts with provider agencies to ensure comprehensive service availability.

PREPARATION AND TRAINING

Requires Bachelors degree in health-related field. Some management training and education is required.

CONSEQUENCE OF ERROR

Poor judgment could impact the care delivery for participants, the safety of the center environment or the financial viability of the program.

LEVEL OF SUPERVISION

A high level of autonomy is required for clinical and management decisions. Reports to President.
[At capacity: Center will serve an estimated (*number*) frail seniors. Director has direct accountability for expenditures of \$(*amount*) with influence over an additional \$(*amount*) million in health service expense]

DIRECTS WORK OF OTHERS/ # OF EMPLOYEES SUPERVISED

Directly supervises professional andparaprofessional staff of the Day Center including:

- Nurses
- Rehab Therapists
- Social Workers
- Recreation Staff
- Medical Records
- Service Coordinators

[At capacity: (number) FTE]

EXPERIENCE

At least two years of management experience in a community-based program caring for older adults. Experience in a PACE program is highly desirable. Must have knowledge of health administration and personnel management. Able to plan, organize and direct the work of others. Able to interpret the State and Federal requirements as they apply to this program. Effective communicator and leader. Multi-language capability is preferred.

CONFIDENTIAL DATA

Has full access to participant, program and staff records and reports, requiring discretion in their use to protect individuals and the program.

MENTAL/VISUAL DEMAND AND PHYSICAL EFFORT

The mental demands of this position can be high, with varied care needs of participants in the management of frail seniors in a community setting. Occasional moderate physical effort required. Must be able to assist participants in transfers. Frequently required to manage many details within a distracting environment.

ENVIRONMENT

Most of the work will be in the day center; however, the work environment will include a variety of clinical settings from day center to hospitals to nursing homes. Some exposure to odors, fumes, infections, dirt and other undesirable conditions may occur in the center.