**POSITION:** Administrator

**REPORTS TO:** Regional Director, Operations

**POSITION PURPOSE**

The purpose of the Administrator is to oversee and manage the overall operations ensuring processes are performed in an effective and efficient manner and are compliant with federal/state regulations. Manages and directs the agency’s outcomes, margins and growth. Provides direction, coordination, supervision, and implementation of professional and supportive services to clients in a safe, cost‐effective manner.

**MAJOR RESPONSIBILITIES/JOB FUNCTIONS**

**Embed Recover Care Mission in Every Interaction**

* Exhibits guiding principles of Recover Care and leads with integrity at all times
* Regularly discusses mission and guiding principles with team members
* Ensures customer service standards are being implemented in every interaction

**Client Experience (Quality)**

* Ensures completion of all activities related to quality improvement processes
* Identifies the standards of practice for agency personnel and communicates standards
* Oversees RN Clinical Supervisor, ultimately responsible for delivery of clinical quality
* Reviews Client Experience surveys and creates action plans around low performance areas
* Investigates complaints of clients, families and employees, maintains complaint log and ensures resolution
* Serves as point of contact for escalated quality and service issues
* Communicates risk management issues and reports abuse, unsafe, or illegal practice as required by law
* Routinely reviews and evaluates pertinent data related to client services, referrals and discharges to determine effectiveness, and creates action plans around data

**Clinical Outcomes (Compliance)**

* Responsible for survey preparation and management, providing leadership in the event of a state survey
* Implements clinical and administrative policies and procedures
* Ensures staffing of personnel to promote quality services for clients
* Ensures compliance with the requirements of state licensure and policy and procedure development, staff education, and ongoing monitoring activities
* Evaluates programs and services regularly, identifies opportunities for improvement and assists in QI Plan
* Identifies systems to recognize and respond to client needs, and to measure the outcomes of agency interventions. Utilizes this data to provide direction for agency improvements.
* Ensure quality and safe delivery of home care services by coordination of care and acts as a resource for all disciplines

**Employee Engagement**

* Participates in hiring of qualified personnel and ensures appropriate orientation for all personnel.
* Oversees staff development programs to ensure competencies of staff and to meet regulatory requirements
* Applies critical thinking skills to facilitate leadership, problem solving, and strategic planning related to operational processes and clinical services
* Available as needed for emergent situations, surveys, and guidance for staff
* Provides staff direction through general meetings, timely personnel evaluations, and identified performance expectations. Completes performance improvement plans, as applicable.

**Growth/Finance**

* Accountable to the annual operating and capital budgets, managing margins, growth and outcomes
* Provides leadership in the development of strategic short-term and long‐range plans
* Oversees and ensures an effective marketing strategy
* Manages financial resources according to budget and revenue projections
* Monitors pay rates internally and within local market area
* Assists in building relationships and contractual agreements with third‐party payers, other vendors, and the business community
* Responsible for the marketing efforts and outcomes of the branch
* Spends approximately 25% of time on marketing, sales activities and growth strategies
* Designs a plan for prospects – and tracks progress with relationships, referrals, and admissions to agency
* Ensures the accuracy of public information materials and activities

**Other Duties as Assigned**

* This job description is not intended to cover or contain a comprehensive listing of activities, duties or responsibilities that are required of the employee for this job. Duties, responsibilities and activities may change at any time with or without notice.

**PERFORMANCE METRICS**

To gauge an employee’s performance, results are measured using the following indicators and goals

**Client Experience (Quality)**

1. 30 Day Retention: Clients on service less than 30 days <15%
2. QAPI plans developed quarterly and 80% of initiatives executed upon within assigned quarter

**Clinical Outcomes (Compliance)**

1. Regulatory compliance = 95%

**Employee Engagement**

1. Site turnover <60%

**Growth/Finance**

1. Gross Profit margin meets or exceeds budgeted forecast
2. EBITDA meets or exceeds budgeted forecast
3. Hours of Service/Week meets or exceeds budgeted forecast

**QUALIFICATIONS**

1. 3 years of leadership experience; prefer a minimum of 1 year of experience in Home Care
2. Exhibit exceptional leadership skills
3. Experience working with budget management and growth initiatives
4. Proficiency in using mobile technology
5. Ability to Multi-task and work under time constraints
6. Passion to serve the aging population, demonstrating strong customer service skills at all times

**WORK SCHEDULE**

The Administrator schedule is flexible due to the various duties involved. The Administrator is expected to be available during normal business hours to provide consultation and supervision of agency personnel. In addition, the Administrator is expected to be available evening and weekend hours as needed to provide emergency assistance to professional staff regarding service issues.

I, the undersigned have read the contents of the Recover Care Mission and Philosophy as well as the job description and understand that I am accountable for all the duties and responsibilities outlined herein. Also, I understand that if I fail to achieve to the provisions of the Recover Care Mission and this position description I may be terminated.

Employee Signature\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Date \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Supervisor Signature \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Date \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_