**POSITION:** Regional Director Operations (RDO)

**REPORTS TO:** Chief Operations Officer

**POSITION PURPOSE**

The purpose of the Regional Director of Operations 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. The RDO supports multiple offices, aiding in process improvement, performance metric clarity, and Administrator engagement.

**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
* Provides on-site visit to sites to demonstrate investment in culture and core values

**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 nursing staff and is responsible for quality of clinical services
* 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
* Runs necessary metric reports to complete performance scorecard and distributes to each office

**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 creates 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
* Follows up on escalated grievances from all sites to seek clarity and achieve resolution

**Employee Engagement**

* Leads weekly Leadership L10 meeting with Administrator and Clinical teams to effectively cascade information, review issues, and create quick resolution. Facilitates meeting and documents agenda, summarizing discussion and documenting action items. Ensures action items are followed up on timely
* 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.
* Follows performance management process to effectively coach employees and minimize risk to organization.

**Growth/Finance**

* Accountable to the annual operating and capital budgets, managing margins, growth and outcomes
* Supports growth goals and achievement of all sites
* Provides leadership in the development of strategic short-term and long‐range plans
* Supports management of financial resources according to budget and revenue projections
* Monitors pay rates internally and within local market area, understanding market of each Community
* Assists in building and maintaining relationships and contractual agreements with building staff and other vendors
* Responsible for the marketing efforts and outcomes of the building
* Spends approximately 50% 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
* Seeks other avenues for growth by learning competitors in the market and approaching similar models to grow

**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. Client Experience Survey Results > 7
2. QAPI plans developed quarterly and 80% of initiatives executed upon within assigned quarter

**Clinical Outcomes (Compliance)**

1. Achieve 95% Compliance, as measured by chart audits

**Employee Engagement**

1. Site turnover < 75%

**Growth**

1. Total Census increase by 20% annually
2. Intercompany Census > 20% of total census

**Finance**

1. Total Revenue meets or exceeds budget
2. Total Intercompany meets or exceeds budget
3. Gross Profit margin meets or exceeds budget
4. EBITDA meets or exceeds budget

**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. Ability to travel to support Recover Care Communities
7. 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 \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_