



Appendix C - Job Descriptions

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Position Title: Administrator
Reports to: Maple Springs Management (MSM)
Department: Administration
Location: Alaska
Effective Date:

I. Summary of Position:

To act as the representative of the governing body of the nursing community for internal management, and to be responsible for the efficient administration of all activities, subject to the policies, procedures and orders of the governing body in compliance with Maple policy and under the direction and supervision of MSM.

II. Qualifications:

Bachelor's degree in Business Administration, Healthcare Administration or related field is preferred. Completion of an AIT program or prior experience as an Administrator or an Assistant Administrator is required. Must be adept in human relations and administrative management. Must possess basic computer skills, including but not limited to email use. Must be able to travel occasionally, including overnight stays.

III. Duties & Tasks:

- Must be able to relate positively and favorably to residents, families and government regulators, and to work cooperatively with other associates at all levels,
- Must meet all local health regulations, and pass post-employment physical exam if required. This requirement also includes drug screening, criminal background investigation and reference inquiry,
- Ensures that each resident receives the necessary nursing, medical and psychological services to attain and maintain highest possible mental and physical functional status.
- Assists in admission of residents,
- Responsible for overall management and operations of the community under direction of MSM and in conformance with Maple policy,
- Enforces rules and regulations relative to health care and safety of residents and to the protection of the personal and property rights,
- Maintains ongoing liaison among the governing body, medical and nursing staffs, and other professional and supervisory staff of the community,
- Plans, develops, organizes, implements, evaluates, maintains, monitors, supervises, manages and directs all community departments and overall operations including programs, activities, policies and procedures and implements changes as necessary,
- Assists in preparing annual operating budgets,

- Leads designated department heads who shall assume administrative functions and be responsible as outlined in the respective job descriptions,
- Assures the accurate and prompt submission of all required reports to MSM. Accepts responsibility of cost containment within the operating guidelines. Recruits, interviews, hires and maintains competent personnel to supervise and direct the activities of the departments. Reviews and interprets monthly financial statements and provides information to the community's governing board and maintains community records. Studies and acts upon recommendations.

IV. **Supervisory & Cultural Responsibilities:**

Organizing, Planning, & Decision Making: Anticipates and systematically analyzes problems and opportunities. Identifies key tasks and critical sequential steps. Establishes priorities, schedules and contingency plans. Analyzes reasonable alternatives and takes actions in a timely manner. Efficiently allocates and manages resources. Demonstrates sound judgment.

Enterpriser: Ability to originate, develop and improve methods. A self-starter who seizes opportunity to take constructive action without being directed to do so.

Efficiency: Demonstrates high level of contribution in accuracy, quality, completeness and volume of work. Concentrates on important aspects of task objectives.

Eminence & Customer Service: Assures that internal and external customer expectations are identified and requirements are documented. Measures performance and makes necessary improvements. Proposes ways to continually improve quality performance.

Professional Knowledge & Skills: Possesses required knowledge and skills in functional field. Demonstrates ability to effectively apply knowledge in accomplishing task objectives.

Communication: Expresses ideas clearly both verbally and in writing. Answers and asks questions skillfully. Provides information to subordinates effectively. Effective listener.

Principles & Integrity: Complies with policies, regulations and codes of conduct governing all aspects of job responsibilities. Deals with others openly and in a straightforward manner. Protects confidential/proprietary information. Takes responsibility for own actions and follows through on commitments.

Teamwork & Involvement: Involves and supports others to get the job done. Solicits as well as provides constructive feedback and exchanges viewpoints openly and honestly. Shares relevant information freely and informs others on a timely basis.

Interpersonal Skills: Exercises tact, courtesy and flexibility in relationships with others. Recognizes and deals effectively with interpersonal problems that inhibit task accomplishment. Gives and takes criticism constructively. Maintains composure under pressure.

Adaptability: Performs within established policies and procedures. Adjusts to change in new tasks and priorities. Is open-minded and tries to understand others' points of view. Seeks, accepts and acts on feedback.

Policy Sustenance: Supports and effectively carries out company policies and programs including company objectives and human resource policies. Effects progress toward achieving the Affirmative Action goals of the company.

Recruitment/Development of Employees: Demonstrates effectiveness in staffing selection. Provides opportunities for employees to develop and constructively evaluate their performance appraisals. Rewards good performance and addresses poor performers.

Leadership, Efficacy, & Inclusive Management: Achieves creativity, productivity and cooperative teamwork among employees. Encourages and utilizes subordinate inputs and suggestions. Effectively utilizes resources to achieve maximum efficiency of operation.

Budget & Schedule Management: Achieves desired results on schedule and within constraints of budget. Monitors and controls task progress and takes prompt remedial action when costs or schedules vary from plans.

V. Working Environment:

Work may be performed both inside and outside in all areas of the community and in all weather conditions. Ability to solve practical problems and deal with a variety of concrete variables in situations where only limited standardization exists. Ability to interpret a variety of instructions furnished in written, oral, diagram or schedule form. Work in clean and comfortable office environments.

VI. Additional Information:

Employee will be required to respond to emergency drills. Take business calls at all times when on designated call.

VII. Other Job Requirements:

Experience in marketing and community relations relating to geriatric population. Familiarity with event planning and coordination utilizing strong oral and written skills. Experience in staff supervision.

VIII. Additional Skills:

Computer operation, writing, speaking, reading the English language. Ability to add, subtract, multiply and divide. CPR and First Aid certifications are required.

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Name _____

Date _____

Position Title: Assistant Director of Nursing
Reports to: Director of Nursing
Department: Administration/Nursing
Location: Alaska
Effective Date:

I. Summary of Position:

To assist the Director of Nursing & Resident Services in planning, organizing, developing and directing the day-to-day functions of the Nursing Services Department in accordance with current federal, state and local standards governing long-term care facilities, and as directed by the Administrator, to ensure that the highest degree of quality care be provided to the residents at all times.

II. Qualifications:

BSN preferred. Previous experience in a hospital, long-term care community or other healthcare related community. Must show ability to read and write in a legible and understandable manner. Must speak and understand English. Must be knowledgeable of general, rehabilitative and restorative nursing and medical practices and procedures and laws, regulations and guidelines governing long-term care. Must be a Registered Nurse (RN) in good standing and currently licensed by the State or in training to satisfactorily complete the requirements to become a Registered Nurse.

III. Duties & Tasks:

- Administrative Role
 - Assist the Director of Nursing in planning, developing, organizing, implementing, evaluating and directing the day-to-day functions of the Nursing Services Department, its programs and activities,
 - Participate in developing, maintaining and periodically updating written nursing policies, procedures, reference materials, manuals, objectives and philosophies,
 - Assist in developing and implementing methods for coordinating nursing services with other resident services; implement plans of action to correct deficiencies; complete medical forms, reports, evaluations, studies, charts, etc.
 - Ensure that all nursing services personnel are performing their respective duties; participate in developing, implementing and maintaining resident discharge

- procedures and plans; assist in developing and implementing a nursing services organization structure,
- Participate in Surveys and inspections by government agencies; and, make reports and recommendations to the Director of Nursing Services and Administrator concerning operations of the department,
 - Responsible to provide clinical supervision for all residents as “day supervisor”, Responsible for all in-service coordination/educational needs of all departments,
 - Will maintain in-service records,
 - Responsible for accident/unusual occurrence tracking trending monitoring systems as assigned,
 - Assist Director of Nursing with pressure sore and infection control monitoring,
 - Responsible for rounding on all community residents at least twice a day.
 - Responsible for making schedules for nursing staff for all tours/CNA staff for all tours as assigned by the Director of Nursing.
- Nursing & Resident Care Role
 - Participate in interviewing and screening residents for admission to the community,
 - Inform personnel of new admissions, ensure rooms are ready, greet new admissions and escort to rooms,
 - Schedule daily rounds and monitor residents’ treatment and medications to ensure residents are receiving proper care,
 - Review nurses’ notes to ensure proper documentation is maintained relating to residents’ treatment, medication and conditions; ensure proper record keeping by physicians,
 - Report problem areas to the Director of Nursing Services and assist in developing and implementing corrective actions; and, provide direct nursing care as necessary.
 - Personnel Role
 - Assist in recruiting, interviewing, hiring, counseling, evaluating, disciplining and terminating nursing services personnel,
 - Document and coordinate personnel actions with the Personnel Manager or Administrator,
 - Assist in scheduling department work hours,
 - Ensure that all nursing services personnel have valid and current licenses and are performing duties in accordance with acceptable nursing standards; interpret the department’s policies and procedures to personnel, residents, families, visitors and government agencies as necessary,
 - Review personnel complaints and grievances and ensure that all personnel are treated consistent with policies and applicable laws.

- Staff Growth & Development Role
 - Develop and participate in planning, implementing, conducting and scheduling orientation, training and in-service educational activities for nursing services personnel within scope of practice,
 - Assist other departments with developing, implementing and coordinating training programs that relate to nursing services,
 - Maintain professional competence, as well as current licenses, through participation in continuing education programs, seminars and training programs,
 - Provide leadership and encourage nursing services supervisory personnel to attend and participate in outside training programs,
 - Assist in ensuring that all nursing services personnel attend and participate in hazardous communication and standard precautions training programs prior to reporting for work assignments.
- Maintain and Enforce Resident Rights
- Assist in developing, implementing and maintaining safety standards, written aseptic and isolation techniques, programs for monitoring communicable and/or infectious diseases among residents and personnel, and procedures for reporting hazardous conditions or equipment,
- Ensure that nursing services personnel follow established infection control procedures when isolation precautions become necessary,
- Ensure that all nursing services personnel understand and follow departmental policies and procedures, Standard Precautions, established safety rules and fire and disaster procedures,
- Ensure cleanliness of nursing services work areas, stations, preparations rooms, treatment areas and resident care rooms,
- Assist and participate in developing for each resident a preliminary and comprehensive assessment and written care plan that identifies the nursing and medical problems and/or needs of the resident and the goals to be accomplished for each problem and/or need identified,
- Involve residents and their families to participate in the development and review of care plans,
- Ensure that all nursing services personnel are aware of the care plan and that care plans are used in providing daily nursing services to the resident; review nurses' notes and monitor residents to determine if the care plans are being followed and if each residents' needs are being met,
- Participate in assessing, reviewing and revising care plans as required,
- Recommend to the Director of Nursing Services and Administrator the equipment and supply of needs of the Nursing Services Department,

- Assist in developing and monitoring adequate and cost effective inventory control procedures, make periodic inspections of supplies and equipment to ensure that adequate levels are maintained and that equipment is available and working properly,
- Help develop and implement procedures to ensure that trained and authorized personnel operate nursing services equipment in a safe manner; and, assist in preparing and planning the Nursing Services Department's budget for equipment, supplies and labor to submit to the Director of Nursing Services and Administrator,

IV. Cultural Responsibilities:

Organizing, Planning, & Decision Making: Anticipates and systematically analyzes problems and opportunities. Identifies key tasks and critical sequential steps. Establishes priorities, schedules and contingency plans. Analyzes reasonable alternatives and takes actions in a timely manner. Efficiently allocates and manages resources. Demonstrates sound judgment.

Enterpriser: Ability to originate, develop and improve methods. A self-starter who seizes opportunity to take constructive action without being directed to do so.

Efficiency: Demonstrates high level of contribution in accuracy, quality, completeness and volume of work. Concentrates on important aspects of task objectives.

Eminence & Customer Service: Assures that internal and external customer expectations are identified and requirements are documented. Measures performance and makes necessary improvements. Proposes ways to continually improve quality performance.

Professional Knowledge & Skills: Possesses required knowledge and skills in functional field. Demonstrates ability to effectively apply knowledge in accomplishing task objectives.

Communication: Expresses ideas clearly both verbally and in writing. Answers and asks questions skillfully. Provides information to subordinates effectively. Effective listener.

Principles & Integrity: Complies with policies, regulations and codes of conduct governing all aspects of job responsibilities. Deals with others openly and in a straightforward manner. Protects confidential/proprietary information. Takes responsibility for own actions and follows through on commitments.

Teamwork & Involvement: Involves and supports others to get the job done. Solicits and provides constructive feedback and exchanges viewpoints openly and honestly. Shares information freely and informs others on a timely basis.

Interpersonal Skills: Exercises tact, courtesy and flexibility in relationships with others. Recognizes and deals effectively with interpersonal problems that inhibit task accomplishment. Gives and takes criticism constructively. Maintains composure under pressure.

Adaptability: Performs within established policies and procedures. Adjusts to change in new tasks and priorities. Is open-minded and tries to understand others' points of view. Seeks, accepts and acts on feedback.

Policy Sustenance: Supports and effectively carries out company policies and programs including company objectives and human resource policies. Effects progress toward achieving the Affirmative Action goals of the company

Recruitment/Development of Employees: Demonstrates effectiveness in staffing selection. Provides opportunities for employees to develop and constructively evaluate their performance appraisals. Rewards good performance and addresses poor performers.

Leadership, Efficacy, & Inclusive Management: Achieves creativity, productivity and cooperative teamwork among employees. Encourages and utilizes subordinate inputs and suggestions. Effectively utilizes resources to achieve maximum efficiency of operation.

Budget & Schedule Management: Achieves desired results on schedule and within constraints of budget. Monitors and controls task progress and takes prompt remedial action when costs or schedules vary from plans.

V. Working Environment:

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VI. Additional Information:

Employee will be required to respond to emergency drills. Take business calls at all times when on designated call.

VII. Additional Skills:

Computer operation, writing, speaking, reading the English language. Ability to add, subtract, multiply and divide. CPR and First Aid certifications are required.

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Name _____

Date _____

Position Title: Business Office Manager
Reports to: Administrator
Department: Administration
Location: Alaska
Effective Date:

I. Summary of Position:

Provide appropriate office management skills necessary to contribute to an effective, proficient operation using the philosophy, objectives and policies of this community.

II. Qualifications:

High school graduate or its equivalent. Related administrative experience at a level necessary to accomplish the job. Business college preferred. Must have the ability to read and write, and follow oral and written directions at a level necessary to accomplish the job.

Basic understanding of computer technology, including email use. Must be able to relate positively and favorably to senior residents, families and to work cooperatively with other employees.

III. Duties & Tasks:

- Office Management
 - Responsible for overseeing all functions of the Business Office. In conjunction with the Marketing Coordinator, maintains proper statistical information indicating the admission(s) and discharge(s) of residents on a daily basis. Receives and files approvals of admission,
 - Performs duties and/or manages staff responsible for payroll, personnel records, group health insurance records, workman's compensation records, accounts payable and secretary/receptionist duties.
- Accounts Receivable
 - Performs accounts receivable functions and maintains related records. Acts as a cashier and performs required duties,
 - Issues receipts to all persons paying cash and on request when paying by check. Records all charges and collections for accounts receivable aging,
 - Analyzes the accounts receivable aging monthly and reports delinquent accounts to the Administrator. Acquires information required for billing of the Medicaid and Medicare programs,

- Maintains a statistical record as to the utilization of licensed beds, as required in the preparation of the Medicare Cost Report. On accounts covered by hospitalization insurance, Medicare and Medicaid; analyze billings and submits notices of admission to insurance carriers or government agencies as determined by coverage,
 - Prepares and forwards statements to residents whose cases have been rejected or on whose accounts there is a balance after coverage terminates,
 - Maintains a ledger on which will be recorded all funds left with the community on behalf of the residents.
- Will provide quarterly reporting to all residents of balances on their accounts,
 - Must adhere to Maple policy, including documentation and reporting responsibilities,
 - Attend and participate in educational activities, in-service training and staff meetings,
 - Assist in orientation and training other staff,
 - Participate in Quality Improvement activities as assigned,
 - Other duties as assigned or needed.

IV. **Supervisory & Cultural Responsibilities:**

Organizing, Planning & Decision Making: Anticipates and systematically analyzes problems and opportunities. Identifies key tasks and critical sequential steps. Analyzes reasonable alternatives and takes actions in a timely manner. Efficiently allocates and manages resources. Demonstrates sound judgment.

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Communication: Expresses ideas clearly both verbally and in writing. Answers and asks questions skillfully. Provides information to subordinates effectively. Effective listener.

Principles & Integrity: Complies with policies, regulations and codes of conduct governing all aspects of job responsibilities. Deals with others openly and in a straightforward manner. Protects confidential/proprietary information. Takes responsibility for own actions and follows through on commitments.

Teamwork & Involvement: Involves and supports others to get the job done. Solicits and provides constructive feedback and exchanges viewpoints openly and honestly. Shares relevant information freely and informs others on a timely basis.

Interpersonal Skills: Exercises tact, courtesy and flexibility in relationships with others. Recognizes and deals effectively with interpersonal problems that inhibit task accomplishment. Gives and takes criticism constructively. Maintains composure under pressure.

Adaptability: Performs within established policies and procedures. Adjusts to change in new tasks and priorities. Is open-minded and tries to understand others' points of view. Seeks, accepts and acts on feedback.

Policy Sustenance: Supports and effectively carries out company policies and programs including company objectives and human resource policies. Effects progress toward achieving the Affirmative Action goals of the company.

Leadership, Efficacy, & Inclusive Management: Achieves creativity, productivity and cooperative teamwork among employees. Effectively utilizes resources to achieve maximum efficiency of operation.

Budget & Schedule Management: Achieves desired results on schedule and within constraints of budget. Monitors and controls task progress and takes prompt remedial action when costs or schedules vary from plans.

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Name _____

Date _____

Position Title: Case Management Coordinator
Reports to: Administrator
Department: Administration/Nursing
Location: Alaska
Effective Date:

I. Summary of Position:

Provides Medicaid and Managed Care oversight to ensure appropriate clinical services are provided and optimal reimbursement is received for each resident. Ensure the centers compliance with regulations, managed care contracts, and Maple's guideline and policie procedures. This person serves as a key member of the center's management team helping the center develop quality Medicaid and Managed Care programs.

II. Qualifications:

Graduate of an accredited School of Nursing, BSN preferred. Must be a Registered Nurse (RN) in good standing and currently licensed by the State. Three years of experience in a long term care environment preferred working directly with Medicare and Managed Care Services. Experience with the MDS/RAI process and/or case management preferred. Basic computer skills such as email, simple spreadsheets and data entry. Demonstrates basic clinical assessment skills to meet the job requirements. Ability to communicate effectively with residents and their family members, case managers and at all levels of the organization. Knowledge of Medicare and Medicaid regulations. Knowledge of the RAI process including the MDS, RAPs and Care Plan Ability to be accurate, concise and detail-oriented. Knowledge of Managed Care plans payment rules and authorizations.

III. Duties & Tasks:

- Oversees clinical reimbursement and case management services within the center for Managed Care, Insurance and Medicaid,
- Directs and oversees the implementation of the community's case management programs, policies and procedures related to Medicaid and Managed Care to ensure appropriate care is rendered and appropriate reimbursement is obtained,
- Coordinates the timely and effective service delivery for Medicaid and Managed Care residents while ensuring quality clinical outcomes with appropriate reimbursement,
- Negotiates with the service providers, payers and members of the center's care team to meet the resident's care needs (Includes: labs, x-ray, pharmacy, rehab, ambulance, equipment, and supply needs, etc.),
- Advocates on behalf of the resident and center for needed resident resources and services within the reimbursement continuum,

- Provides education to other health care providers, the center's care team and the resident/family on Medicaid, Managed Care and MDS completion,
- Works as the liaison between the center, the resident/family, rehabilitation, case managers and other care providers,
- Oversees and monitors MDS documentation and charting requirements that support services provided to meeting billing requirements,
- Provides oversight of Managed Care residents and coordinates rehabilitation, optimal recovery and discharge planning,
- Oversee the validation of Managed Care and eligibility for prospective residents,
- Completes weekly chart audits to assess the quality of the documentation to support skilled Managed Care and Medicaid coverage,
- Ensures Managed Care services are appropriately provided and meet documentation guidelines,
- Oversees the resource utilization of services covered under plans as well as the levels and ancillary costs,
- Knows and monitors the Managed Care contract coverage guidelines, outliers and contracts to ensure care is provided and billed appropriately,
- Acts as a liaison with the managed care plan provider to communicate resident needs while representing the interests of the center and resident,
- Ensures compliance with federal and state regulations as well as Maple policies and procedures regarding state specific case mix,
- Cooperatively works with Clinical Liaison, Community Sales Representative and Admission Coordinator to market the programs assets and outcomes,
- Oversees and may chart MDS and pertinent narrative data to support services provided.

IV. **Cultural Responsibilities:**

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VI. **Additional Information:**

Employee will be required to respond to emergency drills. Take business calls at all times when on designated call.

VII. **Other Job Requirements:**

Experience in marketing and community relations relating to geriatric population. Familiarity with event planning and coordination utilizing strong oral and written skills. Experience in staff supervision.

VIII. Additional Skills:

Computer operation, writing, speaking, reading the English language. Ability to add, subtract, multiply and divide. CPR and First Aid certifications are required.

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Name _____

Date _____

Position Title: Certified Medication Aide/Med-Tech (CMA)
Reports to: Charge Nurse
Department: Administration/Nursing
Location: Alaska
Effective Date:

I. Summary of Position:

Under the supervision of the Charge Nurse, safely administers medications as prescribed by the resident's physician and documents the administration, the medication effectiveness and any noted adverse reactions or side effects of the medications in accordance with the established policies and procedures of Maple, current standards of practice and care and applicable state/federal regulations. Is integral in promoting a compassionate physical and emotional environment for the residents.

II. Qualifications:

Must be a Certified Nursing Assistant and successfully complete a state approved Medication Aide - Certification Program which may include classroom and facility training and exam. Must complete required hours of in-service education annually as required by federal regulations (as well as meet state requirements, if exceeds federal). Must have ability to read, write and follow oral and written directions at a level necessary to accomplish the job. Must be able to relate positively and favorably to residents and families and to work cooperatively with co-workers and supervisors. Must be willing to assist others, including co-workers. Must maintain regular attendance. Must meet all local health regulations and pass post-employment physical exam if required. This requirement also includes drug screening, criminal background investigation and reference inquiry.

III. Duties & Tasks:

- Administers and accurately records the administration of medications for residents as prescribed by the physician in accordance with established policies and procedures of Maple and applicable state/federal regulations,
- Observes records and reports to the Staff Nurse symptoms and conditions of residents that could be related to medication interactions, adverse drug reactions or medication side effects,
- Determines and records effectiveness of medications in a timely and accurate manner as required by state and federal regulations,

- Provides and promotes resident's rights during the administration of medications,
- Stores medications in a safe and accurate manner in accordance with established policies and procedures of Maple and applicable state/federal regulations,
- Monitors medications to ensure adequate accountability measures are taken when medications are ordered, received into the facility, administered and at change of shift as required by policies and procedures of Maple and applicable state/federal regulations,
- Routinely inspects, cleans and monitors equipment and supplies to ensure resident safety. Reports any equipment or supply issues to the Staff Nurse for correction or repair,
- Obtains, records and reports vital signs as indicated during the administration of medications,
- Demonstrates awareness of proper infection control practice by using Universal Precautions and following policies and procedures of Maple, including the required Blood-borne Pathogen Standard.
- Communicates to residents, staff and others in accurate and factual manner and seeks clarification from or refers questions to Staff Nurse when indicated.

Perform the following according to Maple Policy and Procedure (Instruction and/or Delegations):

- Able to explain and demonstrate fire/emergency procedures,
- Properly use and maintain facility equipment,
- Show respect for facility property,
- Promote and maintain positive relationships with co-workers, residents, visitors, volunteers and regulators,
- Directly respond, within the scope of practice, to needs and concerns of residents and family members,
- Work with the care-giving team to identify and resolve resident and family issues,
- Promptly respond to resident needs,
- Treat residents with compassion and dignity,
- Establish effective communication/interaction with residents and families,
- Ensure residents' right to privacy (visual and auditory),
- Maintain confidentiality of resident and facility records/information,
- Show respect for residents' personal property.

Ensure residents' comfort while assisting them in achieving their highest practicable level of functioning as follows:

- Assist residents with their activities of daily living. Provide oral care and hygiene pursuant to plan of care.
- Provide nail care pursuant to plan of care,
- Assist residents with dressing and grooming according to their needs, wishes and desires. Bath residents with attention to privacy, respecting dignity and providing a safe and relaxing experience.

Report the following to the Charge Nurse and the care giving team as appropriate and/or document according to policy and procedure:

- A significant change in a resident's condition, a change in a resident's vital signs or weight, any accidents and injuries, any changes in a resident's skin integrity,
- Behavioral changes, signs of resident depression or anxiety,
- Changes in a resident's ambulation status, the level of the resident's food consumption, and the resident's intake of food and liquids as well as the resident's output, when indicated,
- Participate in collecting information needed for the accurate completion of the MDS and the plan of care,
- Show understanding of information that is provided by the ADL task sheets,
- Provide input to the Nurses for development of the plan of care,
- Provide information gathered from care-giving activities to the Charge Nurse,
- Assist in the orientation and training of other staff when asked,
- Attend orientation, mandatory in-service and education programs and staff meetings.

Safety Responsibilities & Resident Rights

- Comply with all company policies related to safety and infection control procedures,
- Perform work safely by consistently using lifting equipment, back supports and other lifting support materials,
- Understand, comply with and promote all rules and regulations regarding residents' rights.

Other Responsibilities

- Promote positive relationships with residents, visitors, and regulators and presenting a professional appearance,

- Participate in resident & family tours as directed by Administrator
- Attend and participate in educational activities, in-service training and staff meetings,
- Assist in orientation and training other staff as directed,
- Participate in Quality Improvement activities as assigned,
- Any other duties as assigned or needed.
- Do you have any pre-existent conditions that may prevent you from performing the above essential physical functions of the position? If yes, please explain:

IV. Cultural Responsibilities:

Organizing, Planning, & Decision Making: Anticipates and systematically analyzes problems and opportunities. Identifies key tasks and critical sequential steps. Establishes priorities, schedules and contingency plans. Analyzes reasonable alternatives and takes actions in a timely manner. Efficiently allocates and manages resources. Demonstrates sound judgment.

Enterpriser: Ability to originate, develop and improve methods. A self-starter who seizes opportunity to take constructive action without being directed to do so.

Efficiency: Demonstrates high level of contribution in accuracy, quality, completeness and volume of work. Concentrates on important aspects of task objectives.

Eminence & Customer Service: Assures that internal and external customer expectations are identified and requirements are documented. Measures performance and makes necessary improvements. Proposes ways to continually improve quality performance.

Professional Knowledge & Skills: Possesses required knowledge and skills in functional field. Demonstrates ability to effectively apply knowledge in accomplishing task objectives.

Communication: Expresses ideas clearly both verbally and in writing. Answers and asks questions skillfully. Provides information to subordinates effectively. Effective listener.

Principles & Integrity: Complies with policies, regulations and codes of conduct governing all aspects of job responsibilities. Deals with others openly and in a straightforward manner. Protects confidential/proprietary information. Takes responsibility for own actions and follows through on commitments.

Teamwork & Involvement: Involves and supports others to get the job done. Solicits and provides constructive feedback and exchanges viewpoints openly and honestly. Shares information freely and informs others on a timely basis.

Interpersonal Skills: Exercises tact, courtesy and flexibility in relationships with others. Recognizes and deals effectively with interpersonal problems that inhibit task accomplishment. Gives and takes criticism constructively. Maintains composure under pressure.

Adaptability: Performs within established policies and procedures. Adjusts to change in new tasks and priorities. Is open-minded and tries to understand others' points of view. Seeks, accepts and acts on feedback.

Policy Sustenance: Supports and effectively carries out company policies and programs including company objectives and human resource policies. Effects progress toward achieving the Affirmative Action goals of the company

Recruitment/Development of Employees: Demonstrates effectiveness in staffing selection. Provides opportunities for employees to develop and constructively evaluate their performance appraisals. Rewards good performance and confronts poor performers.

Leadership, Efficacy, & Inclusive Management: Achieves creativity, productivity and cooperative teamwork among employees. Encourages and utilizes subordinate inputs and suggestions. Effectively utilizes resources to achieve maximum efficiency of operation.

Budget & Schedule Management: Achieves desired results on schedule and within constraints of budget. Monitors and controls task progress and takes prompt remedial action when costs or schedules vary from plans.

V. Working Environment:

Work may be performed both inside and outside in all areas of the community and in all weather conditions. Ability to solve practical problems and deal with a variety of concrete variables in situations where only limited standardization exists. Ability to interpret a variety of instructions furnished in written, oral, diagram or schedule form. Work in clean and comfortable office environments.

VI. Additional Information:

Employee will be required to respond to emergency drills. Take business calls at all times when on designated call.

VII. Additional Skills:

Computer operation, writing, speaking, reading the English language. Ability to add, subtract, multiply and divide. CPR and First Aid certifications are required.

I HAVE READ THE ABOVE JOB DESCRIPTION AND FULLY UNDERSTAND THE CONDITIONS SET FORTH THEREIN, AND AS A SENIOR RESIDENT SERVICES ADVOCATE, I WILL PERFORM THESE DUTIES TO THE BEST OF MY ABILITY.

Name _____

Date _____

Position Title: Certified Nurse Assistant (CNA)
Reports to: Charge Nurse
Department: Administration/Nursing
Location: Alaska
Effective Date:

I. Summary of Position:

Perform direct resident care duties under the supervision of licensed nursing personnel. Assist with promoting a compassionate physical and emotional environment for the residents.

II. Qualifications:

Must be a Certified Nursing Assistant in good standing with the state, or preferred to have four (4) months of employment successfully complete state-required training and a competency evaluation program. Must maintain a current certification in the state throughout employment. Must achieve required service education annually as required by federal regulations (as well as meet state requirements, if exceeds federal). Must have ability to read, write and follow oral and written directions at a level necessary to accomplish the job. Must be able to relate positively and favorably to residents and families and to work cooperatively with co-workers and supervisors. Must be willing to assist others, including co-workers. Must maintain regular attendance. Must meet all local health regulations and pass post-employment physical exam if required. This requirement also includes drug screening, criminal background investigation and reference inquiry.

III. Duties & Tasks:

- Observe and practice safety according to community policy and procedure,
- Able to explain and demonstrate fire/emergency procedures,
- Properly use and maintain community equipment. Show respect for community property,
- Demonstrate and able to explain infection control and isolation procedures,
- Demonstrate and able to explain proper body mechanics,
- Ensure residents are given correct diet as directed by DON,

- Use proper feeding techniques while respecting personal dignity and meeting the residents' needs for socialization.
- Make beds correctly and wrinkle free and maintain residents' rooms in neat, orderly and clutter-free manner,
- Support residents' participation in activity programs,
- Promote and maintain positive relationships with co-workers, residents, visitors, volunteers and regulators,
- Directly respond, within the scope of practice, to needs and concerns of residents and family members,
- Work with the care-giving team to identify and resolve resident and family issues. Promptly respond to call lights and other resident needs,
- Treat residents with compassion and dignity,
- Establish effective communication/interaction with residents and families,
- Ensure residents' right to privacy (visual and auditory),
- Maintain confidentiality of resident and community records/information,
- Show respect for residents' personal property,
- Ensure residents are dressed appropriately, consistent with weather conditions and according to their wishes,
- Recognize a resident's ability to make choices and support these within the constraints of the care giving environment. Communicate with members of the care-giving team about residents' personal choices,
- Communicate residents' end-of-life concerns and wishes to the Charge Nurse.

Perform the following according to Maple policy and procedure (Instruction and/or Delegations):

- Take and record temperature, pulse, respiration and blood pressure,
- Ambulate residents. Apply proper lifting and transferring techniques,
- Provide proper positioning and use of postural supports when applicable,
- Weigh residents on schedule and record weights accurately. Provide restorative and rehabilitative nursing,
- Provide active and passive range of motion.
- Implement bowel and bladder program. Collect certain specimens for cultures pursuant to community policy and within the scope of duties.

Ensure residents' comfort while assisting them in achieving their highest practicable level of functioning as follows:

- Assist residents with their activities of daily living. Provide oral care and hygiene pursuant to plan of care.
- Provide nail care pursuant to plan of care,
- Assist residents with dressing and grooming according to their needs, wishes and desires. Bathe residents with attention to privacy, respecting dignity and providing a safe and relaxing experience.

Report the following to the Charge Nurse and the care giving team as appropriate and/or document according to policy and procedure:

- A significant change in a resident's condition, a change in a resident's vital signs or weight, any accidents and injuries, any changes in a resident's skin integrity,
- Behavioral changes, signs of resident depression or anxiety,
- Changes in a resident's ambulation status, the level of the resident's food consumption and the resident's intake of food and liquids as well as the resident's output, when indicated,
- Participate in collecting information needed for the accurate completion of the MDS and the plan of care,
- Show understanding of information that is provided by the ADL task sheets,
- Provide input to the Nurses for development of the plan of care,
- Provide information gathered from care-giving activities to the Charge Nurse,
- Assist in the orientation and training of other staff when asked,
- Attend orientation, mandatory in-service and education programs and staff meetings.

Safety Responsibilities & Resident Rights

- Comply with all company policies related to safety and infection control procedures,
- Performs work safely by consistently using lifting equipment, back supports and other lifting support materials,
- Understand, comply with and promote all rules and regulations regarding residents' rights;

Other Responsibilities

- Promote positive relationships with residents, visitors and regulators, and presenting a professional appearance,

- Participate in resident & family tours as directed by Administrator
- Attend and participate in educational activities, in-service training and staff meetings,
- Assist in orientation and training other staff as directed,
- Participate in Quality Improvement activities as assigned,
- Any other duties as assigned or needed.
- Do you have any pre-existent conditions that may prevent you from performing the above essential physical functions of the position? If yes, please explain:

IV. Cultural Responsibilities:

Organizing, Planning, & Decision Making: Anticipates and systematically analyzes problems and opportunities. Identifies key tasks and critical sequential steps. Establishes priorities, schedules, and contingency plans. Analyzes reasonable alternatives and takes actions in a timely manner. Efficiently allocates and manages resources. Demonstrates sound judgment.

Enterpriser: Ability to originate, develop and improve methods. A self-starter who seizes opportunity to take constructive action without being directed to do so.

Efficiency: Demonstrates high level of contribution in accuracy, quality, completeness and volume of work. Concentrates on important aspects of task objectives.

Eminence & Customer Service: Assures that internal and external customer expectations are identified and requirements are documented. Measures performance and makes necessary improvements. Proposes ways to continually improve quality performance.

Professional Knowledge & Skills: Possesses required knowledge and skills in functional field. Demonstrates ability to effectively apply knowledge in accomplishing task objectives.

Communication: Expresses ideas clearly both verbally and in writing. Answers and asks questions skillfully. Provides information to subordinates effectively. Effective listener.

Principles & Integrity: Complies with policies, regulations and codes of conduct governing all aspects of job responsibilities. Deals with others openly and in a straightforward manner. Protects confidential/proprietary information. Takes responsibility for own actions and follows through on commitments.

Teamwork & Involvement: Involves and supports others to get the job done. Solicits and provides constructive feedback and exchanges viewpoints openly and honestly. Shares relevant information freely and informs others on a timely basis.

Interpersonal Skills: Exercises tact, courtesy and flexibility in relationships with others. Recognizes and deals effectively with interpersonal problems that inhibit task accomplishment. Gives and takes criticism constructively. Maintains composure under pressure.

Adaptability: Performs within established policies and procedures. Adjusts to change in new tasks and priorities. Is open-minded and tries to understand others' points of view. Seeks, accepts and acts on feedback.

Policy Sustenance: Supports and effectively carries out company policies and programs including company objectives and human resources policie. Effects progress toward achieving the Affirmative Action goals of the company

Recruitment/Development of Employees: Demonstrates effectiveness in staffing selection. Provides opportunities for employees to develop and constructively evaluate their performance appraisals. Rewards good performance and addresses poor performers.

Leadership, Efficacy, & Inclusive Management: Achieves creativity, productivity and cooperative teamwork among employees. Encourages and utilizes subordinate inputs and suggestions. Effectively utilizes resources to achieve maximum efficiency of operation.

Budget & Schedule Management: Achieves desired results on schedule and within constraints of budget. Monitors and controls task progress and takes prompt remedial action when costs or schedules vary from plans.

V. Working Environment:

Work may be performed both inside and outside in all areas of the community and in all weather conditions. Ability to solve practical problems and deal with a variety of concrete variables in situations where only limited standardization exists. Ability to interpret a variety of instructions furnished in written, oral, diagram or schedule form. Work in clean and comfortable office environments.

VI. Additional Information:

Employee will be required to respond to emergency drills. Take business calls at all times when on designated call.

VII. Additional Skills:

Computer operation, writing, speaking, reading the English language. Ability to add, subtract, multiply and divide. CPR and First Aid certifications are required.

I HAVE READ THE ABOVE JOB DESCRIPTION AND FULLY UNDERSTAND THE CONDITIONS SET FORTH THEREIN, AND AS A SENIOR RESIDENT SERVICES ADVOCATE, I WILL PERFORM THESE DUTIES TO THE BEST OF MY ABILITY.

Name _____

Date _____

Position Title: Cook
Reports to: Kitchen Manager
Department: Administration/Dietary
Location: Alaska
Effective Date:

I. Summary of Position:

Prepare food in accordance with prescribed resident diet specifications, facility procedures and dietary and sanitary regulations under the supervision of the Kitchen Manager.

II. Qualifications:

High school diploma or equivalent. Must possess a Food Handler's permit / ServSafe certification as per State requirements. Must have the ability to read, write and follow oral and written directions at a level necessary to accomplish the job. Must be able to relate positively and favorably to residents, families and to work cooperatively with other associates. Must maintain regular attendance. Must meet all local health regulations, and pass post-employment physical exam if required. This requirement also includes drug screening, criminal background investigation and reference inquiry. Must be capable of performing the essential job functions of this job, with or without reasonable accommodation. Experience with the elderly population preferred.

III. Duties & Tasks:

Food Preparation & Administrative Responsibilities

- Prepare and serve food in accordance with planned menus, diet plans, recipes, portion and temperature control procedures and facility policies,
- Direct and assist in cleaning and sanitizing work areas, equipment and floors, dishes and utensils; check all trays for menu and diet preferences and accuracy,
- Ensure proper storage of food and supplies; adhere to universal precautions and sanitary, safety, and infection control policies and procedures,
- Assist the Dietary Manager and/or Dietitian to direct the activities of the dietary associates; review menus prior to preparation of food; review and process diet changes and ensure menus are maintained and followed in accordance with established procedures; coordinate dietary services with other departments,
- Ensure that food and supplies are available for the next meals and assist in maintaining inventory and storing incoming foods and supplies, and report any hazardous conditions, equipment, accidents and incidents,
- Comply with all company policies related to safety and infection control procedure

including the proper use of mechanical lifts, gait belts and personal protective back supports,

- Must adhere to Maple policy, including documentation and reporting responsibilities,
- Attend and participate in educational activities, in-service training and staff meetings; assist in orientation and training other staff,
- Participate in Quality Improvement activities as assigned,
- Other duties as assigned or needed.

IV. Cultural Responsibilities:

Organizing, Planning, & Decision Making: Anticipates and systematically analyzes problems and opportunities. Identifies key tasks and critical sequential steps. Analyzes reasonable alternatives and takes actions in a timely manner. Efficiently allocates and manages resources. Demonstrates sound judgment.

Enterpriser: Ability to originate, develop and improve methods. A self-starter who seizes opportunity to take constructive action without being directed to do so.

Efficiency: Demonstrates high level of contribution in accuracy, quality, completeness and volume of work. Concentrates on important aspects of task objectives.

Eminence & Customer Service: Assures that internal and external customer expectations are identified and requirements are documented. Measures performance and makes necessary improvements. Proposes ways to continually improve quality performance.

Professional Knowledge & Skills: Possesses required knowledge and skills in functional field. Demonstrates ability to effectively apply knowledge in accomplishing task objectives.

Communication: Expresses ideas clearly both verbally and in writing. Answers and asks questions skillfully. Provides information to subordinates effectively. Effective listener.

Principles & Integrity: Complies with policies, regulations and codes of conduct governing all aspects of job responsibilities. Deals with others openly and in a straightforward manner. Protects confidential/proprietary information. Takes responsibility for own actions and follows through on commitments.

Teamwork & Involvement: Involves and supports others to get the job done. Solicits and provides constructive feedback and exchanges viewpoints openly and honestly. Shares relevant information freely and informs others on a timely basis.

Interpersonal Skills: Exercises tact, courtesy and flexibility in relationships with others. Recognizes and deals effectively with interpersonal problems that inhibit task accomplishment. Gives and takes criticism constructively. Maintains composure under pressure.

Adaptability: Performs within established policies and procedures. Adjusts to change in new tasks and priorities. Is open-minded and tries to understand others' points of view. Seeks, accepts and acts on feedback.

Policy Sustenance: Supports and effectively carries out company policies and programs including company objectives and human resource policies. Effects progress toward achieving the Affirmative Action goals of the company.

Leadership, Efficacy, & Inclusive Management: Achieves creativity, productivity and cooperative teamwork among employees. Effectively utilizes resources to achieve maximum efficiency of operation.

Budget & Schedule Management: Achieves desired results on schedule and within constraints of budget. Monitors and controls task progress and takes prompt remedial action when costs or schedules vary from plans.

V. Working Environment:

Work may be performed both inside and outside in all areas of the community and in all weather conditions. Ability to solve practical problems and deal with a variety of concrete variables in situations where only limited standardization exists. Ability to interpret a variety of instructions furnished in written, oral, diagram or schedule form. Work in clean and comfortable office environments.

VI. Additional Information:

Employee will be required to respond to emergency drills. Take business calls at all times when on designated call.

VII. Additional Skills:

Computer operation, writing, speaking, reading the English language. Ability to add, subtract, multiply and divide. CPR and First Aid certifications are required.

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Name _____

Date _____

Position Title: Dietary Aide
Reports to: Kitchen Manager
Department: Administration/Dietary
Location: Alaska
Effective Date:

I. Summary of Position:

Assist in food preparation and serving and maintain clean and sanitary conditions in the kitchen and dining areas under the supervision of the Kitchen Manager or Cook.

II. Qualifications:

Must possess a Food Handler's permit / Serve Safe certification as per State requirements. Must have the ability to read, write and follow oral and written directions at a level necessary to accomplish the job. Must be able to relate positively and favorably to residents, families and to work cooperatively with other employees. Must maintain regular attendance. Must meet all local health regulations, and pass post-employment physical exam if required. This requirement also includes drug screening, criminal background investigation and reference inquiry. Must be capable of performing the essential job functions of this job.

III. Duties & Tasks:

- Assist in the preparation and serving of meals and snacks. Use portion control procedures,
- Assist in cleaning and sanitizing work areas, equipment and floors, dishes and utensils; assist in checking trays for menu and diet preferences and accuracy.
- Ensure proper storage of foods and supplies,
- Adhere to universal precautions and sanitary and infection control policies and procedures,
- Ensure that food and supplies are available for the next meals and assist with inventory and storing incoming foods and supplies, and report any hazardous conditions, equipment, accidents and incidents,
- Comply with company policies involving all safety and infection control procedures to include the proper use of mechanical lifts, lifting materials and personal protective back supports,
- Understand, comply with and promote all rules and regulations regarding residents' rights; promote positive relationships with residents, visitors and regulators, to include presenting a professional appearance,
- Attend and participate in education and orientation and training other staff,

- Participate in Quality Assurance activities as assigned,
- Other duties as assigned or needed.

IV. Cultural Responsibilities:

Organizing, Planning, & Decision Making: Anticipates and systematically analyzes problems and opportunities. Identifies key tasks and critical sequential steps. Analyzes reasonable alternatives and takes actions in a timely manner. Efficiently allocates and manages resources. Demonstrates sound judgment.

Enterpriser: Ability to originate, develop and improve methods. A self-starter who seizes opportunity to take constructive action without being directed to do so.

Efficiency: Demonstrates high level of contribution in accuracy, quality, completeness and volume of work. Concentrates on important aspects of task objectives.

Eminence & Customer Service: Assures that internal and external customer expectations are identified and requirements are documented. Measures performance and makes necessary improvements. Proposes ways to continually improve quality performance.

Professional Knowledge & Skills: Possesses required knowledge and skills in functional field. Demonstrates ability to effectively apply knowledge in accomplishing task objectives.

Communication: Expresses ideas clearly both verbally and in writing. Answers and asks questions skillfully. Provides information to subordinates effectively. Effective listener.

Principles & Integrity: Complies with policies, regulations and codes of conduct governing all aspects of job responsibilities. Deals with others openly and in a straightforward manner. Protects confidential/proprietary information. Takes responsibility for own actions and follows through on commitments.

Teamwork & Involvement: Involves and supports others to get the job done. Solicits and provides constructive feedback and exchanges viewpoints openly and honestly. Shares information freely and informs others on a timely basis.

Interpersonal Skills: Exercises tact, courtesy and flexibility in relationships with others. Recognizes and deals effectively with interpersonal problems that inhibit task accomplishment. Gives and takes criticism constructively. Maintains composure under pressure.

Adaptability: Performs within established policies and procedures. Adjusts to change in new tasks and priorities. Is open-minded and tries to understand others' points of view. Seeks, accepts and acts on feedback.

Policy Sustenance: Supports and effectively carries out company policies and programs including company objectives and human resource policies. Effects progress toward achieving the Affirmative Action goals of the company.

Leadership, Efficacy, & Inclusive Management: Achieves creativity, productivity and cooperative teamwork among employees. Effectively utilizes resources to achieve maximum efficiency of operation.

Budget & Schedule Management: Achieves desired results on schedule and within constraints of budget. Monitors and controls task progress and takes prompt remedial action when costs or schedules vary from plans.

V. Working Environment:

Work may be performed both inside and outside in all areas of the community and in all weather conditions. Ability to solve practical problems and deal with a variety of concrete variables in situations where only limited standardization exists. Ability to interpret a variety of instructions furnished in written, oral, diagram or schedule form. Work in clean and comfortable office environments.

VI. Additional Information:

Employee will be required to respond to emergency drills. Take business calls at all times when on designated call.

VII. Additional Skills:

Computer operation, writing, speaking, reading the English language. Ability to add, subtract, multiply and divide. CPR and First Aid certifications are required.

I HAVE READ THE ABOVE JOB DESCRIPTION AND FULLY UNDERSTAND THE CONDITIONS SET FORTH THEREIN, AND AS A SENIOR RESIDENT SERVICES ADVOCATE, I WILL PERFORM THESE DUTIES TO THE BEST OF MY ABILITY.

Name _____

Date _____

Position Title: Director of External Marketing/Community Relations
Reports to: Administrator
Department: Administration
Location: Alaska
Effective Date:

I. Summary of Position:

The Director of External Marketing & Community Relations serves as both an internally and externally focused leader at a community level providing community-based business development and relationship management to drive census development, community integration and customer service. They may support one or more communities in a local defined market area. The role responsibilities may include acting as a consultant, coach and/or mentor.

II. Qualifications:

Bachelors' degree in Marketing, Communications, Social Services or Public Relations. 3–5 years of marketing, public relations, or communications experience in health care setting preferred. Demonstrated success in working with multiple stakeholders to accomplish business outcomes. Demonstrated ability to develop and maintain relationships at an individual, professional and community level. Adept at procurement and development of professional relationships that positively impact exposure and access to community.

III. Duties & Tasks:

- Develop, implement, monitor and report monthly progress on the community level Business Development Plan,
- In collaboration with the Administrator and Maple Springs Management (MSM), create and implement external marketing strategies focused on both primary and secondary referral sources [40 - 60% of total time],
- Maintain a list of primary and secondary referral sources with contact frequency and strategies for each. Prepare and submit a weekly report to the Administrator and MSM detailing contacts and business outcomes from the contact strategies,
- In collaboration with the Administrator, develop a personalized letter from the Administrator to be distributed to new referrals, employees and community representatives describing the vision, commitment, quality and availability of key community resources to respond to community needs.
- Coordinate the publication of a monthly community newsletter that focuses on staff and residents “success stories” and testimonials
- Develop, implement, monitor and report weekly progress against a community specific

quarterly marketing plan including identifying and outlining specific efforts to include acute care, long term care options.

IV. **Community Relations & Cultural Responsibilities:**

Expand volunteer program, involvement from civic groups, schools, churches etc. Create collaterals that tell the stories of residents and/or creates two-way community involvement. Develop “Experience Books” with community info / photos / current events.

Resourcefully ensure that monthly newsletters are sent to community referral sources to build relationships with: Rehab Centers, Home Health, Hospice, Dialysis Centers, Medical Suppliers, DME, Vascular Centers, Palliative Care Programs and Cardiac specialists.

Establish best practice for communication, special forms etc. Establish and ensure follow-up frequency for residents that discharge home or back to assisted living or memory care. Routinely update referral sources as to progress of residents and/or return to community. Build relationships with local Ambulance and Fire departments as well as other health care service industries.

Develop a special events calendar of activities designed to create interest in the community. Develop opportunities for using the Medical Director for community education/provide CEU’s to attract area discharge coordinators. Establish and coordinate long term care education opportunities including Advance Directives, Medicare, Medicaid and Long Term Care Insurance; elder law estate planning Institute a community education series (Health Conversations) that could be done quarterly.

Organizing, Planning, & Decision Making: Anticipates and systematically analyzes problems and opportunities. Identifies key tasks and critical sequential steps. Efficiently allocates and manages resources. Demonstrates sound judgment.

Enterpriser: Ability to originate, develop and improve methods. A self-starter who seizes opportunity to take constructive action without being directed to do so.

Efficiency: Demonstrates high level of contribution in accuracy, quality, completeness and volume of work. Concentrates on important aspects of task objectives.

Eminence & Customer Service: Assures that internal and external customer expectations are identified and requirements are documented. Proposes ways to continually improve quality performance.

Professional Knowledge & Skills: Possesses required knowledge and skills in functional field. Demonstrates ability to effectively apply knowledge in accomplishing task objectives.

Communication: Expresses ideas clearly both verbally and in writing. Answers and asks questions skillfully. Effective listener.

Principles & Integrity: Complies with policies, regulations and codes of conduct governing all aspects of job responsibilities. Deals with others openly and in a straightforward manner.

Protects confidential/proprietary information. Takes responsibility for own actions and follows through on commitments.

Teamwork & Involvement: Involves and supports others to get the job done. Solicits and provides constructive feedback and exchanges viewpoints openly and honestly.

Interpersonal Skills: Exercises tact, courtesy and flexibility in relationships with others. Recognizes and deals effectively with interpersonal problems that inhibit task accomplishment. Gives and takes criticism constructively. Maintains composure under pressure.

Adaptability: Performs within established policies and procedures. Adjusts to change in new tasks and priorities. Is open-minded and tries to understand others' points of view. Seeks, accepts and acts on feedback.

V. Working Environment:

Work may be performed both inside and outside in all areas of the community and in all weather conditions. Ability to solve practical problems and deal with a variety of concrete variables in situations where only limited standardization exists. Ability to interpret a variety of instructions furnished in written, oral, diagram or schedule form. Work in clean and comfortable office environments.

VI. Additional Information:

Employee will be required to respond to emergency drills. Take business calls at all times when on designated call.

VII. Other Job Requirements:

Experience in marketing and community relations relating to geriatric population. Familiarity with event planning and coordination utilizing strong oral and written skills. Experience in staff supervision.

VIII. Additional Skills:

Computer operation, writing, speaking, reading the English language. Ability to add, subtract, multiply and divide. CPR and First Aid certifications are required.

I HAVE READ THE ABOVE JOB DESCRIPTION AND FULLY UNDERSTAND THE CONDITIONS SET FORTH THEREIN, AND AS A SENIOR RESIDENT SERVICES ADVOCATE, I WILL PERFORM THESE DUTIES TO THE BEST OF MY ABILITY.

Name _____

Date _____

Position Title: Marketing/Admissions Director
Reports to: Administrator
Department: Administration
Location: Alaska
Effective Date:

I. Summary of Position:

Manage the community's inquiry and admission process and provide resident and family prospects with community-related information via community tours, personal visits/assessments, conversations and follow-up. Coordinate and implement effective community sales and marketing programs.

II. Qualifications:

Bachelor's Degree in Business/Communications or related field preferred, OR Two (2) years equivalent experience in a sales/marketing position or Director of Admissions position in lieu of degree, Previous health care community relations experience preferred. Community relations experience preferred. Effective & influential presentation skills required. Strong organizational skills required.

Knowledge of or ability to learn reimbursement program from payor sources. Required Basic understanding of computer technology, including but not limited to email use. Must have proven skills in working independently, self-motivated and goal-directed. Formal sales training, adult training and team building skills preferred. Understanding of advertising, collateral material design/layouts production preferred. Must relate professionally to all Maple Springs employees. Ability to communicate effectively, both orally and in written form, required. Ability to attend meetings, make presentations and meet prospective residents or facilities outside the community.

III. Duties & Tasks:

- Ability to establish and maintain working relationships with multiple and a variety of people and organizations,
- Profound ability to be creative, particularly when preparing, conducting and following up on tours,
- Demonstrates self-confidence in social situations and environments,
- Ability to work flexible hours, as admission responsibilities may dictate,
- Respond to inquiry calls from hospital discharge planners, families, and other referral sources. Conduct community tours. Manage the admission process by maintaining updated bed availability and community services information at all times. Manage the

- inquiry process professionally, timely and with appropriate follow-up. Effectively manage occupancy levels and census/premium mix enhancement,
- Make sales calls outside the community to medical, insurance, legal and financial professionals, senior organizations, appropriate special interest groups, hospital discharge planners and other community contacts. Develop and maintain relationships to advise referral sources of bed availability and new products and services, and efficiently meet the daily needs of the community at large. Maintain the current database of existing and potential referral sources. Utilize Maple sales practices and sales tracking tools,
 - Alert appropriate department heads and building staff of projected damages; i.e., admissions, bed changes, and discharges, by chairing daily admission meeting to discuss forthcoming changes,
 - Maintain a close working relationship with the Director of Nursing and other office managers to assure appropriate and efficient decisions about prospective admissions.
 - Recommend admission decisions to community management. When admissions determinations are made, communicate with nursing and housekeeping about appropriate room and bed selection.
 - Ensure appropriate admission papers and signatures are obtained from residents or responsible parties prior to admission. Communicate special needs of new admits to staff to ensure a smooth transition.
 - Works with Administrator on the development and implementation of quarterly sales and marketing plans, serve as spokesperson for marketing team meetings, monitor budgets and track results,
 - Maintain a working knowledge of Federal and State regulations and reimbursement (Managed Care, Medicare and Medicaid), provide assistance with new employee orientations on these topics and the admission process. Maintain a strong working knowledge of managed care referral process,
 - Monitor inquiry, admission and census trends as a part of quality improvement process.
 - Prepare the weekly marketing report, an inquiry log and other reports as required.
 - Monitor all active and inactive inquiries. Complete and submit Maple sales tracking reports to Administrator on Thursday evenings,
 - Maintain a database of medical contracts/community resources along with a knowledge of industry trends and legislative/regulatory issues and communicate this information to community staff and community contacts,
 - Monitor and evaluate customer satisfaction; audiences might include new admissions, post discharges, current residents and families, community sources and inquiries who were unable to admit. Share results with the management team, COI committee and others as appropriate to develop action plans, as needed,
 - Assist in the development of community materials like brochures, press releases and yellow page advertisements that describe the community services,
 - Develop and implement special events and presentations targeted at community education, establishing and maintaining status for the community as the expert on skilled nursing, specialty programs and rehabilitation care in the community,
 - Comply with, support and enforce Maple policies involving all and regulations regarding residents' rights; promote positive relationships with residents, visitors and regulators, to include presenting a professional appearance,

- Must adhere to Maple policy, including documentation and reporting responsibilities. Attend and participate in educational activities, in-service training and staff meetings; assist in orientation and training other staff.

IV. Cultural Responsibilities:

Organizing, Planning, & Decision Making: Anticipates and systematically analyzes problems and opportunities. Identifies key tasks and critical sequential steps. Efficiently allocates and manages resources. Demonstrates sound judgment.

Enterpriser: Ability to originate, develop and improve methods. A self-starter who seizes opportunity to take constructive action without being directed to do so.

Efficiency: Demonstrates high level of contribution in accuracy, quality, completeness and volume of work. Concentrates on important aspects of task objectives.

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Communication: Expresses ideas clearly both verbally and in writing. Answers and asks questions skillfully. Effective listener.

Principles & Integrity: Complies with policies, regulations and codes of conduct governing all aspects of job responsibilities. Deals with others openly and in a straightforward manner. Protects confidential/proprietary information. Takes responsibility for own actions and follows through on commitments.

Teamwork & Involvement: Involves and supports others to get the job done. Solicits and provides constructive feedback and exchanges viewpoints openly and honestly.

Interpersonal Skills: Exercises tact, courtesy and flexibility in relationships with others. Recognizes and deals effectively with interpersonal problems that inhibit task accomplishment. Gives and takes criticism constructively. Maintains composure under pressure.

Adaptability: Performs within established policies and procedures. Adjusts to change in new tasks and priorities. Is open-minded and tries to understand others' points of view. Seeks, accepts and acts on feedback.

V. Working Environment:

Work may be performed both inside and outside in all areas of the community and in all weather conditions. Ability to solve practical problems and deal with a variety of concrete variables in situations where only limited standardization exists. Ability to interpret a variety of

instructions furnished in written, oral, diagram or schedule form. Work in clean and comfortable office environments.

VI. Additional Information:

Employee will be required to respond to emergency drills. Take business calls at all times when on designated call.

VII. Additional Skills:

Computer operation, writing, speaking, reading the English language. Ability to add, subtract, multiply and divide. CPR and First Aid certifications are required.

I HAVE READ THE ABOVE JOB DESCRIPTION AND FULLY UNDERSTAND THE CONDITIONS SET FORTH THEREIN, AND AS A SENIOR RESIDENT SERVICES ADVOCATE, I WILL PERFORM THESE DUTIES TO THE BEST OF MY ABILITY.

Name _____

Date _____

Position Title: Director of Nursing & Resident Services
Reports to: Administrator
Department: Administration
Location: Alaska
Effective Date:

I. Summary of Position:

To plan, organize, develop and direct the overall functions of the Nursing Services Department in accordance with current federal, state and local standards governing long-term care facilities, and as may directed by the Administrator or Maple Springs Management, to ensure that the highest degree of quality care can be provided to the residents at all times.

II. Qualifications:

BSN preferred. Previous experience in a hospital, long-term care community, or other healthcare related community. Must show ability to read and write in a legible and understandable manner. Must speak and understand English. Must be knowledgeable of general, rehabilitative and restorative nursing and medical practices and procedures and laws, regulations and guidelines governing long-term care. Must be a Registered Nurse (RN) in good standing and currently licensed by the State or in training to satisfactorily complete the requirements to become a Registered Nurse.

III. Duties & Tasks:

- Administrative Role
 - Plan, develop, organize, implement, evaluate and direct the Nursing Services Department, its programs and activities,
 - Develop, maintain and periodically updating written nursing policies, procedures, manuals, objectives and philosophies,
 - Assist in developing and implementing methods for coordinating nursing services with other resident services; implement plans of action to correct deficiencies; complete medical forms, reports, evaluations, studies, charts, etc.;
 - Develop, implement and maintain resident discharge procedures and plans,
 - Assist in developing and implementing a nursing services organization structure; participate in Surveys and inspections by government agencies; and, make reports and recommendations to the Administrator concerning operations of the department,

- Directly supervise nurse managers and Assistant Director of Nursing. Maintain community compliance with state and federal regulations,
- Maintain community compliance with standards of professional practice, act as liaison to nursing with other disciplines (dietary, social services activities, physical therapy, and occupational therapy),
- Deal with outside contract resources including: laboratory, pharmacy, x-ray, dental and Podiatry. Responsible for Quality Assurance Activities including, skin integration monitoring system, infection control log system, accident/incident monitoring, weight and visual signs log, fall preventions program, in-service tracking system, quality assurance logs and quality assurance audits,
- Responsible for reviewing indicator logbooks completed by the units,
- Responsible for rounding on all community residents at least once daily, responsible for rounding on all resident common areas at least once weekly. Family liaison (nurse managers advise the Director of Nursing when a family member is concerned),
- Nursing & Resident Care Role
 - Must perform duties inside the state nurse practice act,
 - Participate in interviewing and screening residents for admission to the community; inform personnel of new admissions, ensure rooms are ready, greet new admissions and escort to rooms,
 - Schedule daily rounds and monitor residents' treatment and medications to ensure residents are receiving proper care; review nurses' notes to ensure proper documentation is maintained relating to residents' treatment, medication and conditions,
 - Ensure proper record keeping by physicians; report problem areas to the Director of Nursing Services and assist in developing and implementing corrective actions; and, provide direct nursing care as necessary,
- Personnel Role
 - Assist in recruiting, interviewing, hiring, counseling, evaluating, disciplining and terminating nursing services personnel,
 - Document and coordinate personnel actions with the Administrator,
 - Assist or lead scheduling department work hours,
 - Delegate administrative authority, responsibility and accountability to nursing services supervisory personnel as deemed necessary to perform assigned duties,
 - Ensure that all nursing services personnel have valid and current licenses and are performing duties in accordance with acceptable nursing standards,
 - Interpret the department's policies and procedures to personnel, residents, families, visitors and government agencies as necessary,

- Review personnel complaints and grievances and ensure that all personnel are treated consistent with policies and applicable laws,
- Staff Growth & Development Role
 - Develop and participate in planning, implementing, conducting and scheduling orientation, training and in-service educational activities for nursing services personnel within scope of practice,
 - Assist other departments with developing, implementing and coordinating training programs that relate to nursing services,
 - Maintain professional competence, as well as current licenses, through participation in continuing education programs, seminars and training programs,
 - Provide leadership and encourage nursing services supervisory personnel to attend and participate in outside training programs,
 - Assist in ensuring that all nursing services personnel attend and participate in hazardous communication and standard precautions training programs prior to reporting for work assignments,
- Creates and maintains preliminary and comprehensive assessment plans that identifies the nursing and medical problems and/or needs of the resident and the goals to be accomplished for each problem and/or need identified,
- Involves residents and their families to participate in the development and review of care & service plans,
- Ensure that all nursing services personnel are aware of the care plan and that care plans are used in providing daily nursing services to the resident,
- Review nurses' notes and monitor residents to determine if the care plans are being followed and if each residents' needs are being met; and participate in assessing, reviewing and revising care plans as required; and, develop and maintain rapport with all services to ensure that a team effort is achieved in developing comprehensive care plans for all residents,
- Recommend to the Administrator the equipment and supply of needs of the Nursing Services Department,
- Assist in developing and monitoring adequate and cost effective inventory control procedures; make periodic inspections of supplies and equipment to ensure that adequate levels are maintained and that equipment is available and working properly,
- Follow, develop and/or implement procedures to ensure that trained and authorized personnel operate nursing services equipment in a safe manner; and, assist in preparing and planning the Nursing Services Department's budget for equipment, supplies and labor to submit to the Administrator,
- Attend and participate in various committees and meetings of the community; provide written and/or oral reports of the Nursing Services Department; and, evaluate and implement recommendations pertaining to nursing services,
- Assist in developing, implementing and maintaining safety standards, written aseptic and isolation techniques, programs for monitoring communicable and/or infectious diseases among residents and personnel, and procedures for reporting hazardous

- conditions or equipment; ensure that nursing services personnel follow established infection control procedures when isolation precautions become necessary,
- Ensure that nursing services personnel understand and follow departmental policies and procedures, Standard Precautions, established safety rules, and fire and disaster procedures; and, ensure cleanliness of nursing services work areas, stations, preparation rooms, treatment areas and resident care rooms.

IV. Cultural Responsibilities:

Organizing, Planning, & Decision Making: Anticipates and systematically analyzes problems and opportunities. Identifies key tasks and critical sequential steps. Establishes priorities, schedules and contingency plans. Analyzes reasonable alternatives and takes actions in a timely manner. Efficiently allocates and manages resources. Demonstrates sound judgment.

Enterpriser: Ability to originate, develop and improve methods. A self-starter who seizes opportunity to take constructive action without being directed to do so.

Efficiency: Demonstrates high level of contribution in accuracy, quality, completeness and volume of work. Concentrates on important aspects of task objectives.

Eminence & Customer Service: Assures that internal and external customer expectations are identified and requirements are documented. Measures performance and makes necessary improvements. Proposes ways to continually improve quality performance.

Professional Knowledge & Skills: Possesses required knowledge and skills in functional field. Demonstrates ability to effectively apply knowledge in accomplishing task objectives.

Communication: Expresses ideas clearly both verbally and in writing. Answers and asks questions skillfully. Provides information to subordinates effectively. Effective listener.

Principles & Integrity: Complies with policies, regulations and codes of conduct governing all aspects of job responsibilities. Deals with others openly and in a straightforward manner. Protects confidential/proprietary information. Takes responsibility for own actions and follows through on commitments.

Teamwork & Involvement: Involves and supports others to get the job done. Solicits and provides constructive feedback, and exchanges viewpoints openly and honestly. Shares relevant information freely and informs others on a timely basis.

Interpersonal Skills: Exercises tact, courtesy and flexibility in relationships with others. Recognizes and deals effectively with interpersonal problems that inhibit task accomplishment. Gives and takes criticism constructively. Maintains composure under pressure.

Adaptability: Performs within established policies and procedures. Adjusts to change in new tasks and priorities. Is open-minded and tries to understand others' points of view. Seeks, accepts and acts on feedback.

Policy Sustenance: Supports and effectively carries out company policies and programs; including company objectives and human resource policies. Effects progress toward achieving the Affirmative Action goals of the company

Recruitment/Development of Employees: Demonstrates effectiveness in staffing selection. Provides opportunities for employees to develop and constructively evaluate their performance appraisals. Rewards good performance and addresses poor performers.

Leadership, Efficacy, & Inclusive Management: Achieves creativity, productivity and cooperative teamwork among employees. Encourages and utilizes subordinate inputs and suggestions. Effectively utilizes resources to achieve maximum efficiency of operation.

Budget & Schedule Management: Achieves desired results on schedule and within constraints of budget. Monitors and controls task progress and takes prompt remedial action when costs or schedules vary from plans.

V. Working Environment:

Work may be performed both inside and outside in all areas of the community and in all weather conditions. Ability to solve practical problems and deal with a variety of concrete variables in situations where only limited standardization exists. Ability to interpret a variety of instructions furnished in written, oral, diagram or schedule form. Work in clean and comfortable office environments.

VI. Additional Information:

Employee will be required to respond to emergency drills. Take business calls at all times when on designated call.

VII. Other Job Requirements:

Experience in marketing and community relations relating to geriatric population. Familiarity with event planning and coordination utilizing strong oral and written skills. Experience in staff supervision.

VIII. Additional Skills:

Computer operation, writing, speaking, reading the English language. Ability to add, subtract, multiply and divide. CPR and First Aid certifications are required.

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Name _____

Date _____

Position Title: Driver
Reports to: Administrator
Department: Administration
Location: Alaska
Effective Date:

I. Summary of Position:

The Driver is responsible for assisting and safely transporting residents and prospects to and from the community and their residence.

II. Qualifications:

High school diploma or equivalent and a state commercial driver's license (CDL) and a "no point" driving record verified by the Department of Motor Vehicles. Prior experience in transportation of the elderly and or physically/mentally challenged persons preferred. Pre-employment health evaluation by a licensed physician certifying good health and absence of infectious disease and freedom from communicable disease, including tuberculosis in the communicable form, according to acceptable screening methods of the Department of Health. Must be between 23 and 70 years old.

III. Duties & Tasks:

- Daily safety checks of the vehicle. Reporting immediately to the Administrator any problems related to the vehicle, routing or scheduling. Reporting immediately to the Administration any problems observed or encountered while transporting participants,
- Safe assistance and transportation of residents and prospects. Responsible handling of participant's personal belongings, medications and family communications which must be conveyed from the participant's residence to the center,
- Maintaining good rapport with family caregivers and participants. Maintaining good rapport with the community,
- Daily cleaning of the interior of the vehicle,
- Weekly fluid check of the vehicle,
- Assist with emergency evacuation of participants if inclement weather is threatened or if there is a power failure or other reason that the facility must close during dedicated hours,

- Coordinate driver emergencies in route with emergency assistance,
- Understand the needs of the advanced age, illness, disability, dementia or other cognitive impairments,
- Be sensitive to the needs of family caregivers,
- Be available to work unscheduled days and hours,
- Demonstrate good communication skills,
- Demonstrate knowledge of routes used in transporting participants, and of roadways
- Demonstrate the ability to read and understand a road map,
- Make a commitment to cooperative performance to attain care, organization and programmatic objectives which may entail performing duties not included in this job description,
- Physical and Sensory Requirements (With or Without Aid of Mechanical Devices): Walking/mobility, reaching, bending, grasping, pushing, lifting, transferring and repositioning residents, pulling, fine hand coordination; ability to read and write; ability to understand and follow written and oral instructions; ability to verbally communicate with residents and others; ability to distinguish smells, tastes and temperatures; ability to hear and respond to pages; ability to understand and apply training and in-service education; ability to instruct personnel during training education and staff meetings; and ability to remain calm in emergency situations and when handling multiple tasks,
- Do you have any pre-existent conditions that may prevent you from performing the above essential physical functions of the position? If yes, please explain:

IV. Cultural Responsibilities:

Organizing, Planning, & Decision Making: Anticipates and systematically analyzes problems and opportunities. Identifies key tasks and critical sequential steps. Analyzes reasonable alternatives and takes actions in a timely manner. Efficiently allocates and manages resources. Demonstrates sound judgment.

Enterpriser: Ability to originate, develop and improve methods. A self-starter who seizes opportunity to take constructive action without being directed to do so.

Efficiency: Demonstrates high level of contribution in accuracy, quality, completeness and volume of work. Concentrates on important aspects of task objectives.

Eminence & Customer Service: Assures that internal and external customer expectations are identified and requirements are documented. Measures performance and makes necessary improvements. Proposes ways to continually improve quality performance.

Professional Knowledge & Skills: Possesses required knowledge and skills in functional field. Demonstrates ability to effectively apply knowledge in accomplishing task objectives.

Communication: Expresses ideas clearly both verbally and in writing. Answers and asks questions skillfully. Provides information to subordinates effectively. Effective listener.

Principles & Integrity: Complies with policies, regulations and codes of conduct governing all aspects of job responsibilities. Deals with others openly and in a straightforward manner. Protects confidential/proprietary information. Takes responsibility for own actions and follows through on commitments.

Teamwork & Involvement: Involves and supports others to get the job done. Solicits and provides constructive feedback and exchanges viewpoints openly and honestly. Shares information freely and informs others on a timely basis.

Interpersonal Skills: Exercises tact, courtesy, and flexibility in relationships with others. Recognizes and deals effectively with interpersonal problems that inhibit task accomplishment. Gives and takes criticism constructively. Maintains composure under pressure.

Adaptability: Performs within established policies and procedures. Adjusts to change in new tasks and priorities. Is open-minded and tries to understand others' points of view. Seeks, accepts and acts on feedback.

Policy Sustenance: Supports and effectively carries out company policies and programs; including company objectives and human resource policies. Effects progress toward achieving the Affirmative Action goals of the company.

Leadership, Efficacy, & Inclusive Management: Achieves creativity, productivity and cooperative teamwork among employees. Effectively utilizes resources to achieve maximum efficiency of operation.

Budget & Schedule Management: Achieves desired results on schedule and within constraints of budget, Monitors and controls task progress and takes prompt remedial action when costs or schedules vary from plans.

V. **Working Environment:**

Work may be performed both inside and outside in all areas of the community and in all weather conditions. Ability to solve practical problems and deal with a variety of concrete variables in situations where only limited standardization exists. Ability to interpret a variety of instructions furnished in written, oral, diagram or schedule form. Work in clean and comfortable office environments.

VI. **Additional Information:**

Employee will be required to respond to emergency drills. Take business calls at all times when on designated call.

VII. Additional Skills:

Computer operation, writing, speaking, reading the English language. Ability to add, subtract, multiply and divide. CPR and First Aid certifications are required.

I HAVE READ THE ABOVE JOB DESCRIPTION AND FULLY UNDERSTAND THE CONDITIONS SET FORTH THEREIN, AND AS A SENIOR RESIDENT SERVICES ADVOCATE, I WILL PERFORM THESE DUTIES TO THE BEST OF MY ABILITY.

Name _____

Date _____

Position Title: Housekeeper
Reports to: Administrator
Department: Administration/Housekeeping
Location: Alaska
Effective Date:

I. Summary of Position:

Clean resident rooms and other interior and exterior community areas under the supervision of your supervisor. Assist in maintaining a positive physical and emotional environment for the residents.

II. Qualifications:

Must have the ability to read, write and follow oral and written directions at a level necessary to accomplish the job. Must be able to relate positively and favorably to residents and families and to work cooperatively with other employees. Must maintain regular attendance. Must meet all local health regulations and pass post-employment physical exam if required. This requirement also includes drug screening, criminal background investigation and reference inquiry.

III. Duties & Tasks:

- Clean (including vacuuming, wiping, mopping, polishing, etc.) rooms, offices and common areas,
- Polish and straighten items; ensure residents' rooms are safe, comfortable and maintained in an attractive manner and residents' personal items are safeguarded,
- Clean up spills, soiled areas and other conditions as observed or directed,
- Ensure equipment and work areas are safe; that procedures regarding cleaners or hazardous materials or objects are strictly adhered to,
- Ensure that equipment and supplies are properly stored,
- Ensure Universal precautions and infection control, isolation, fire, safety and sanitation practices and procedures are followed; and promptly report any hazardous conditions and equipment,
- Report all incidents and accidents,
- Ensure cleaning schedules are followed and coordinate daily housekeeping services with other departments,

- Ensure that equipment and supply carts and adequate supplies are properly maintained,
- Ensure that lighting is in proper working order; and assist others in lifting as requested,
- Strip, wax and buff floors as directed; move and replace furniture; clean storage and exterior areas as directed,
- Follow all Maple procedures (when applicable) to include the proper use of mechanical lifts, belts and personal protective back supports,
- Understand, comply with and promote all rules regarding resident rights, promote positive relationships with residents, visitors and regulators, to include presenting a professional appearance.
- Must adhere to Maple's Code of conduct policy, including documentation and reporting responsibilities,
- Attend and participate in educational activities, in-service training and staff meetings; assist in orientation and training of other staff,
- Participate in Quality Assurance activities, as assigned,
- Other duties as assigned or needed,
- Do you have any pre-existent conditions that may prevent you from performing the above essential physical functions of the position? If yes, please explain:

IV. Cultural Responsibilities:

Organizing, Planning, & Decision Making: Anticipates and systematically analyzes problems and opportunities. Identifies key tasks and critical sequential steps. Analyzes reasonable alternatives and takes actions in a timely manner. Efficiently allocates and manages resources. Demonstrates sound judgment.

Enterpriser: Ability to originate, develop and improve methods. A self-starter who seizes opportunity to take constructive action without being directed to do so.

Efficiency: Demonstrates high level of contribution in accuracy, quality, completeness and volume of work. Concentrates on important aspects of task objectives.

Eminence & Customer Service: Assures that internal and external customer expectations are identified and requirements are documented. Measures performance and makes necessary improvements. Proposes ways to continually improve quality performance.

Professional Knowledge & Skills: Possesses required knowledge and skills in functional field. Demonstrates ability to effectively apply knowledge in accomplishing task objectives.

Communication: Expresses ideas clearly both verbally and in writing. Answers and asks questions skillfully. Provides information to subordinates effectively. Effective listener.

Principles & Integrity: Complies with policies, regulations and codes of conduct governing all aspects of job responsibilities. Deals with others openly and in a straightforward manner. Protects confidential/proprietary information. Takes responsibility for own actions and follows through on commitments.

Teamwork & Involvement: Involves and supports others to get the job done. Solicits and provides constructive feedback and exchanges viewpoints openly and honestly. Shares relevant information freely and informs others on a timely basis.

Interpersonal Skills: Exercises tact, courtesy and flexibility in relationships with others. Recognizes and deals effectively with interpersonal problems that inhibit task accomplishment. Gives and takes criticism constructively. Maintains composure under pressure.

Adaptability: Performs within established policies and procedures. Adjusts to change in new tasks and priorities. Is open-minded and tries to understand others' points of view. Seeks, accepts and acts on feedback.

Policy Sustenance: Supports and effectively carries out company policies and programs including company objectives and human resource policies. Effects progress toward achieving the Affirmative Action goals of the company.

Leadership, Efficacy, & Inclusive Management: Achieves creativity, productivity and cooperative teamwork among employees. Effectively utilizes resources to achieve maximum efficiency of operation.

Budget & Schedule Management: Achieves desired results on schedule and within constraints of budget. Monitors and controls task progress and takes prompt remedial action when costs or schedules vary from plans.

V. **Working Environment:**

Work may be performed both inside and outside in all areas of the community and in all weather conditions. Ability to solve practical problems and deal with a variety of concrete variables in situations where only limited standardization exists. Ability to interpret a variety of instructions furnished in written, oral, diagram or schedule form. Work in clean and comfortable office environments.

VI. **Additional Information:**

Employee will be required to respond to emergency drills. Take business calls at all times when on designated call.

VII. **Additional Skills:**

Computer operation, writing, speaking, reading the English language. Ability to add, subtract, multiply and divide. CPR and First Aid certifications are required.

I HAVE READ THE ABOVE JOB DESCRIPTION AND FULLY UNDERSTAND THE CONDITIONS SET FORTH THEREIN, AND AS A SENIOR RESIDENT SERVICES ADVOCATE, I WILL PERFORM THESE DUTIES TO THE BEST OF MY ABILITY.

Name _____

Date _____

Position Title: Kitchen Manager
Reports to: Administrator
Department: Administration/Dietary
Location: Alaska
Effective Date:

I. Summary of Position:

Manage the operation of the Dietary Department to include staffing, food ordering and preparation, food delivery and cleanup in accordance with Maple policies,

II. Qualifications:

Must possess a Food Handler's permit / Serve Safe certification as per State requirements. Certification as a Dietary Services Manager is preferred (may be required if applicable in the state to which you are applying.) Related experience at a level necessary to accomplish the job. Senior Living kitchen management experience preferred. Must have the ability to read, write and follow oral and written directions at a level necessary to accomplish the job. Must be able to relate positively and favorably to residents, families and to work cooperatively with other associates. Must have experience with and a basic understanding of computer technology, including but not limited to email use. Must maintain regular attendance. Must meet all local health regulations and pass post-employment physical exam if required. This requirement also includes drug screening, criminal background investigation and reference inquiry. Must be capable of performing the essential job functions of this job.

III. Duties & Tasks:

- Plan community and individual resident menus with the Dietitian or Dietary Consultant, other department heads and company menu program,
- Participate in regularly scheduled conferences including leadership meetings and at times care plan meetings,
- Ensure food and supplies are purchased within budget and are timely and available for each meal,
- Ensure food is nutritional, appetizing, presentable and prepared as planned and served in a timely and pleasant manner,
- Ensure appropriate meals/snacks are served to residents with special dietary needs,
- Ensure all utensils, dishes, equipment and work areas are cleaned on a timely basis,
- Monitor food production maintaining use of standardized recipes and menus and ensuring proper preparation and storage of food and supplies,
- Maintain the highest level of quality and timeliness of food service,

- Interview, hire, train, supervise, evaluate and discipline dietary personnel in conjunction with the Administrator's guidance. Make job assignments and set priorities,
- Orient new staff and participate in recruitment and selection, and keep associates informed of changes that affect them,
- Meet Maple policies and state and federal regulations regarding sanitation and safe food handling techniques,
- Develop plan of correction following state, federal and QA surveys as needed,
- Maintain records, manage budget and supplies,
- Ensure equipment and work areas are clean, safe and orderly; ensure strict adherence to procedures regarding cleaners or hazardous materials or objects,
- Ensure universal precautions and infection control, isolation, fire, safety and sanitation practices and procedures are followed; and promptly address any hazardous conditions and equipment,
- Comply with Maple policies involving all safety and infection control procedures to include the proper use of mechanical lifts, belts and personal protective back supports,
- Understand, comply with and promote all rules and regulations regarding residents' rights; promote positive relationships with residents, visitors and regulators, to include presenting a professional appearance,
- Attend and participate in educational activities, in-service training and staff meetings,
- Assist in orientation and training other staff,
- Participate in Quality Assurance activities as assigned,
- Other duties as assigned or needed.

IV. Cultural Responsibilities:

Organizing, Planning, & Decision Making: Anticipates and systematically analyzes problems and opportunities. Identifies key tasks and critical sequential steps. Analyzes reasonable alternatives and takes actions in a timely manner. Efficiently allocates and manages resources. Demonstrates sound judgment.

Enterpriser: Ability to originate, develop and improve methods. A self-starter who seizes opportunity to take constructive action without being directed to do so.

Efficiency: Demonstrates high level of contribution in accuracy, quality, completeness and volume of work. Concentrates on important aspects of task objectives.

Eminence & Customer Service: Assures that internal and external customer expectations are identified and requirements are documented. Measures performance and makes necessary improvements. Proposes ways to continually improve quality performance.

Professional Knowledge & Skills: Possesses required knowledge and skills in functional field. Demonstrates ability to effectively apply knowledge in accomplishing task objectives.

Communication: Expresses ideas clearly both verbally and in writing. Answers and asks questions skillfully. Provides information to subordinates effectively. Effective listener.

Principles & Integrity: Complies with policies, regulations and codes of conduct governing all aspects of job responsibilities. Deals with others openly and in a straightforward manner. Protects confidential/proprietary information. Takes responsibility for own actions and follows through on commitments.

Teamwork & Involvement: Involves and supports others to get the job done. Solicits and provides constructive feedback and exchanges viewpoints openly and honestly. Shares relevant information freely and informs others on a timely basis.

Interpersonal Skills: Exercises tact, courtesy and flexibility in relationships with others. Recognizes and deals effectively with interpersonal problems that inhibit task accomplishment. Gives and takes criticism constructively. Maintains composure under pressure.

Adaptability: Performs within established policies and procedures. Adjusts to change in new tasks and priorities. Is open-minded and tries to understand others' points of view. Seeks, accepts and acts on feedback.

Policy Sustenance: Supports and effectively carries out company policies and programs including company objectives and human resource policies. Effects progress toward achieving the Affirmative Action goals of the company.

Leadership, Efficacy, & Inclusive Management: Achieves creativity, productivity and cooperative teamwork among employees. Effectively utilizes resources to achieve maximum efficiency of operation.

Budget & Schedule Management: Achieves desired results on schedule and within constraints of budget, Monitors and controls task progress and takes prompt remedial action when costs or schedules vary from plans.

V. **Working Environment:**

Work may be performed both inside and outside in all areas of the community and in all weather conditions. Ability to solve practical problems and deal with a variety of concrete variables in situations where only limited standardization exists. Ability to interpret a variety of instructions furnished in written, oral, diagram or schedule form. Work in clean and comfortable office environments.

VI. **Additional Information:**

Employee will be required to respond to emergency drills. Take business calls at all times when on designated call.

VII. **Additional Skills:**

Computer operation, writing, speaking, reading the English language. Ability to add, subtract, multiply and divide. CPR and First Aid certifications are required.

I HAVE READ THE ABOVE JOB DESCRIPTION AND FULLY UNDERSTAND THE CONDITIONS SET FORTH THEREIN, AND AS A SENIOR RESIDENT SERVICES ADVOCATE, I WILL PERFORM THESE DUTIES TO THE BEST OF MY ABILITY.

Name _____

Date _____

Position Title: Licensed Practical Nurse (LPN)
Reports to: Director of Nursing
Department: Administration/Nursing
Location: Alaska
Effective Date:

I. Summary of Position:

Under the supervision of the registered nurse (RN), advanced practice registered nurse, licensed physician or other health care provider authorized by the state; will participate in the development, implementation and modification of the comprehensive plan of care for community residents. They will practice within the legal boundaries for practical nursing authorized by the state for the delivery of resident/patient care and related services.

II. Qualifications:

Ongoing pursuit of Continuing Education Credits in clinical subjects, management, personal growth and development. Demonstrates working knowledge of infection control principles and practices. Proven ability to communicate effectively and positively with staff, residents and family members. Basic computer knowledge and ability, with an aptitude to learn company software. Must be capable of maintaining regular attendance. Must meet all local health regulation and pass post-employment physical exam if required. This requirement also includes drug screening, criminal background investigation and reference inquiry. Demonstrates understanding that state and federal rules and regulations that govern the practices within the facility. Recent clinical experience, education, or specialty skills specific to geriatrics preferred. Must hold and maintain a current license in the practicing state of operation.

III. Duties & Tasks:

Assessment Responsibilities

- Adhere to state rules and regulations concerning delivery of care and assures that effective quality nursing care is delivered which is outcome focused through utilization of the nursing process,
- Effectively communicate with the resident/responsible party to obtain information required for developing and implementing a plan of care,
- Demonstrate ability to perform physical assessment through observation, inspection,

palpation, percussion and auscultation,

- Identify needs and provide input for discharge planning and follow-up throughout length of stay.

Service/Care Planning, Implementation, Evaluation & Delivery

- Functions as a member of the health care team, assisting with the development and modification of individualized plans of care in collaboration with the resident/responsible party and other members of the interdisciplinary care team. Conducts evaluations of the resident's status and situation that contributes to ongoing collection of caregiving information,
- Assists in the identification of resident needs for the development of realistic and obtainable long and short-term goals for the residents with time frames for outcome evaluations,
- Implements appropriate nursing interventions consistent with the resident plan of care, plans for episodic nursing care and documents appropriately in the medical record,
- Assists with the modification of the plan of care through appropriate documentation in the medical record regarding resident surveillance and monitoring, observation for signs and symptoms and changes in resident condition,
- Implements teaching with resident/responsible party consistent with interdisciplinary plan of care.
- Implement plan of care consistently, effectively and cost efficiently with focus on resident centered outcomes. Identify rationale and anticipated outcomes for each nursing intervention,
- Assume responsibility for care interventions consistent with skill level and professional standards of care,
- Utilize time efficiently to assure completion of duties and responsibilities in allotted time frame. Utilize professional and sound judgment in delivery of care which is cost efficient but does not jeopardize safe, effective care delivery,
- Follow Maple's policies and procedures to ensure a safe, caring, comfortable and clean environment,
- Utilize all appropriate, available resources for resident/family/responsible party counseling and discharge planning,
- Keep physician and/or other health care professionals (Registered Nurse, Nurse Practitioner, Physician Assistant, podiatrist, dentist, etc.) informed of resident's condition; and notify physician and/or other health care professionals immediately of significant changes of condition,
- Work in collaboration with physician and/or other health care professionals by

sharing information relevant to changing plan of care, question and seek clarification of unclear orders,

- Provide oral care and hygiene pursuant to plan of care,
- Evaluate effectiveness of the plan of care in conjunction with the interdisciplinary care team and make changes as needs are recognized, take responsibility for evaluating nursing care delivered,
- Elicit feedback from individual being served and/or family or responsible party to determine that their needs are being met,
- Deliver and maintain optimum resident care and comfort by demonstrating knowledge and skills of current nursing practices,
- Transcribe physician and/or other health care professionals' orders appropriately and accurately,
- Ask for clarification of questionable orders from the ordering physician and/or other health care professionals,
- Perform only those activities, which are within the scope of acceptable LPN practice,
- Administer medication and perform treatments accurately. Notify physician and/or other health care professionals if orders are not carried out and document event appropriately,
- Ensure accurate documentation of all medical records and reporting forms. Promptly respond to call lights and other resident needs.

Supervisory Tasks

- Supervise Certified Nurse Assistants and other personnel, may be asked to supervise other LPNs,
- Coach, counsel and assign Certified Nurse Assistants to provide quality resident care, independently evaluate the job skills and work performance of the Certified Nurse Assistants through the formal performance evaluation process,
- Appropriately discipline as directed by DON or Administrator to Certified Nurse Assistants for violations of work rules, policies or poor performance, including the recommendation of suspensions and terminations,
- Recognize Certified Nurse Assistants for exceptional care and job performance on a regular basis and as part of their formal performance evaluation,
- Assign Certified Nurse Assistants specific duties for resident care as directed by DON or Administrator,
- May be asked to assign hours, breaks and meal periods to Certified Nurse Assistants,
- May be asked to ensure proper staffing by calling in replacement employees for

Certified Nurse Assistants not reporting for work and by transferring or reassigning Certified Nurse Assistants to ensure adequate staffing levels,

- Train and/or assist in the orientation of new employees, attempt to effectively resolve Certified Nursing Assistants' problems, complaints and grievances in conjunction with DON or Administrator
- Attend and participate in supervisory meetings when requested. Support and follow through with management team goals. Perform other management duties as assigned.

Residents' Rights & Safety

- Demonstrate strong ethical practices regarding individual/resident rights as stated in company policy,
- Support resident autonomy and choice. Demonstrate both sensitivity and appropriate responsiveness to each resident's end of life wishes,
- Demonstrate safe practices in regard to resident's comfort and safety by applying knowledge of proper body alignment for self and resident,
- Practice and promote adherence to institutional safety codes. Promote a restraint-free environment.

Pharmacy Responsibilities & Infection Control

- Maintain an updated knowledge base in pharmacology. Demonstrate knowledge of policies governing medication administration and documentation,
- Demonstrate knowledge of drug reactions and sensitivities and nursing interventions,
- Assure that narcotics are accounted for properly,
- Apply adult learning principles when educating individuals, family members or responsible party regarding the resident's medication regimen,
- Recognize normal and irregular lab values and communicate it in appropriate manner to physician and other interdisciplinary team members as appropriate,
- Demonstrate working knowledge of infection control practices.

Continuing Education

- Recognize self-evaluation and self-development as important tools in maintaining high standards of care and professionalism, and seek and provide peer support and consultation,
- Participate in facility/department in-services. Attend continuing education programs. Attend facility/department/staff meetings as required.

Safety & Other Responsibilities

- Comply with, support and enforce company policies involving all safety and infection control procedures to include the proper use of mechanical lifts, other lifting methods while utilizing personal protective back supports,
- Must perform duties inside the state nurse practice act,
- Participate in Quality Assurance activities as assigned,
- Physical and Sensory Requirements (with or without aid of mechanical devices): Walking/mobility, reaching, bending, grasping, pushing, lifting, transferring and repositioning residents, pulling, fine hand coordination,
- Ability to read and write; ability to understand and follow written and oral instructions; ability to verbally communicate with residents and others,
- Ability to distinguish smells, tastes and temperatures; ability to hear and respond to pages,
- Do you have any pre-existent conditions that may prevent you from performing the above essential physical functions of the position? If yes, please explain:

IV. Cultural Responsibilities:

Organizing, Planning, & Decision Making: Anticipates and systematically analyzes problems and opportunities. Identifies key tasks and critical sequential steps. Establishes priorities, schedules, and contingency plans. Analyzes reasonable alternatives and takes actions in a timely manner. Efficiently allocates and manages resources. Demonstrates sound judgment.

Enterpriser: Ability to originate, develop and improve methods. A self-starter who seizes opportunity to take constructive action without being directed to do so.

Efficiency: Demonstrates high level of contribution in accuracy, quality, completeness and volume of work. Concentrates on important aspects of task objectives.

Eminence & Customer Service: Assures that internal and external customer expectations are identified and requirements are documented. Measures performance and makes necessary improvements. Proposes ways to continually improve quality performance.

Professional Knowledge & Skills: Possesses required knowledge and skills in functional field. Demonstrates ability to effectively apply knowledge in accomplishing task objectives.

Communication: Expresses ideas clearly both verbally and in writing. Answers and asks questions skillfully. Provides information to subordinates effectively. Effective listener.

Principles & Integrity: Complies with policies, regulations and codes of conduct governing all aspects of job responsibilities. Deals with others openly and in a straightforward manner. Protects confidential/proprietary information. Takes responsibility for own actions and follows through on commitments.

Teamwork & Involvement: Involves and supports others to get the job done. Solicits and provides constructive feedback and exchanges viewpoints openly and honestly. Shares relevant information freely and informs others on a timely basis.

Interpersonal Skills: Exercises tact, courtesy, and flexibility in relationships with others. Recognizes and deals effectively with interpersonal problems that inhibit task accomplishment. Gives and takes criticism constructively. Maintains composure under pressure.

Adaptability: Performs within established policies and procedures. Adjusts to change in new tasks and priorities. Is open-minded and tries to understand others' points of view. Seeks, accepts and acts on feedback.

Policy Sustenance: Supports and effectively carries out company policies and programs including company objectives and human resource policies. Effects progress toward achieving the Affirmative Action goals of the company

Recruitment/Development of Employees: Demonstrates effectiveness in staffing selection. Provides opportunities for employees to develop and constructively evaluate their performance appraisals. Rewards good performance and confronts poor performers.

Leadership, Efficacy, & Inclusive Management: Achieves creativity, productivity, and cooperative teamwork among employees. Encourages and utilizes subordinate inputs and suggestions. Effectively utilizes resources to achieve maximum efficiency of operation.

Budget & Schedule Management: Achieves desired results on schedule and within constraints of budget. Monitors and controls task progress and takes prompt remedial action when costs or schedules vary from plans.

V. **Working Environment:**

Work may be performed both inside and outside in all areas of the community and in all weather conditions. Ability to solve practical problems and deal with a variety of concrete variables in situations where only limited standardization exists. Ability to interpret a variety of instructions furnished in written, oral, diagram or schedule form. Work in clean and comfortable office environments.

VI. Additional Information:

Employee will be required to respond to emergency drills. Take business calls at all times when on designated call.

VII. Additional Skills:

Computer operation, writing, speaking, reading the English language. Ability to add, subtract, multiply and divide. CPR and First Aid certifications are required.

I HAVE READ THE ABOVE JOB DESCRIPTION AND FULLY UNDERSTAND THE CONDITIONS SET FORTH THEREIN, AND AS A SENIOR RESIDENT SERVICES ADVOCATE, I WILL PERFORM THESE DUTIES TO THE BEST OF MY ABILITY.

Name _____

Date _____

Position Title: Maintenance Director
Reports to: Administrator
Department: Administration/Maintenance
Location: Alaska
Effective Date:

I. Summary of Position:

Ensure the building(s), equipment and utilities are maintained in good working order and facility grounds are properly maintained in accordance with facility policies and state and Federal Regulations. Ensure that the outside grounds are beautiful and manicured per Maple standards. Response to resident requests appropriately, always prioritizing their safety and service.

II. Qualifications:

Related experience at a level necessary to accomplish the job. Must have the ability to read, write and follow oral and written directions at a level necessary to accomplish the job. Must be able to relate positively and favorably to residents and families and to work cooperatively with other associates. Basic understanding of computer technology, including but not limited to email use. Must maintain regular attendance. Must meet all local health regulations and pass post-employment physical exam if required. This requirement also includes drug screening, criminal background investigation and reference inquiry. GED required and college degree preferred.

III. Duties & Tasks:

- Perform minor repairs and supervise the day-to-day repair, improvement and preventative maintenance of the building, equipment, lawn and grounds,
- Arrange for and manage outside repair, maintenance and construction services according to procedures; and may perform and supervise floor care,
- Supervise maintenance in the day-to-day facility operations of assigned areas. Follow preventative maintenance plan and set priorities,
- Assist with orientation of new staff,
- Communicate policies, assist and coach as needed.
- Maintain record manage budgets and supplies and fulfill department head responsibilities,
- Ensure equipment and work areas are clean, safe and orderly; and strict adherence to

- procedures regarding cleaners or hazardous materials or objects,
- Ensure Universal Precautions and infection control, isolation, fire, safety and sanitation practices and procedures are followed,
 - Promptly address any hazardous conditions and equipment,
 - Comply with Company policies involving all safety and infection control procedures to include the proper use of mechanical lifts, belts and personal protective back supports,
 - Understand, comply with and promote all rules and regulations regarding residents' rights; promote positive relationships with residents, visitors and regulators, to include presenting a professional appearance,
 - Attend and participate in educational activities, in-service training and staff meetings,
 - Participate in Quality Assurance activities as assigned,
 - Other duties as assigned or needed,
 - Do you have any pre-existent conditions that may prevent you from performing the above essential physical functions of the position? If yes, please explain:

IV. Cultural Responsibilities:

Organizing, Planning, & Decision Making: Anticipates and systematically analyzes problems and opportunities. Identifies key tasks and critical sequential steps. Analyzes reasonable alternatives and takes actions in a timely manner. Efficiently allocates and manages resources. Demonstrates sound judgment.

Enterpriser: Ability to originate, develop and improve methods. A self-starter who seizes opportunity to take constructive action without being directed to do so.

Efficiency: Demonstrates high level of contribution in accuracy, quality, completeness and volume of work. Concentrates on important aspects of task objectives.

Eminence & Customer Service: Assures that internal and external customer expectations are identified and requirements are documented. Measures performance and makes necessary improvements. Proposes ways to continually improve quality performance.

Professional Knowledge & Skills: Possesses required knowledge and skills in functional field. Demonstrates ability to effectively apply knowledge in accomplishing task objectives.

Communication: Expresses ideas clearly both verbally and in writing. Answers and asks questions skillfully. Provides information to subordinates effectively. Effective listener.

Principles & Integrity: Complies with policies, regulations and codes of conduct governing all aspects of job responsibilities. Deals with others openly and in a straightforward manner.

Protects confidential/proprietary information. Takes responsibility for own actions and follows through on commitments.

Teamwork & Involvement: Involves and supports others to get the job done. Solicits and provides constructive feedback and exchanges viewpoints openly and honestly. Shares relevant information freely and informs others on a timely basis.

Interpersonal Skills: Exercises tact, courtesy and flexibility in relationships with others. Recognizes and deals effectively with interpersonal problems that inhibit task accomplishment. Gives and takes criticism constructively. Maintains composure under pressure.

Adaptability: Performs within established policies and procedures. Adjusts to change in new tasks and priorities. Is open-minded and tries to understand others' points of view. Seeks, accepts and acts on feedback.

Policy Sustenance: Supports and effectively carries out company policies and programs including company objectives and human resource policies. Effects progress toward achieving the Affirmative Action goals of the company.

Leadership, Efficacy, & Inclusive Management: Achieves creativity, productivity and cooperative teamwork among employees. Effectively utilizes resources to achieve maximum efficiency of operation.

Budget & Schedule Management: Achieves desired results on schedule and within constraints of budget. Monitors and controls task progress and takes prompt remedial action when costs or schedules vary from plans.

V. **Working Environment:**

Work may be performed both inside and outside in all areas of the community and in all weather conditions. Ability to solve practical problems and deal with a variety of concrete variables in situations where only limited standardization exists. Ability to interpret a variety of instructions furnished in written, oral, diagram or schedule form. Work in clean and comfortable office environments.

VI. **Additional Information:**

Employee will be required to respond to emergency drills. Take business calls at all times when on designated call.

VII. **Additional Skills:**

Computer operation, writing, speaking, reading the English language. Ability to add, subtract, multiply and divide. CPR and First Aid certifications are required.

I HAVE READ THE ABOVE JOB DESCRIPTION AND FULLY UNDERSTAND THE CONDITIONS SET FORTH THEREIN, AND AS A SENIOR RESIDENT SERVICES ADVOCATE, I WILL PERFORM THESE DUTIES TO THE BEST OF MY ABILITY.

Name _____

Date _____

Position Title: Nurse Practitioner (Integrated)
Reports to: Administrator
Department: Administration/Nursing
Location: Alaska
Effective Date:

I. Summary of Position:

The (Integrated) Nurse Practitioner collaborates with the skilled nursing community Medical Director to Assess and manage all changes in conditions, perform federally required visits and participates in the management of chronic disease. In addition, the Nurse Practitioner will work in collaboration with the skilled nursing community staff to manage the quality indicators and quality measures including poly pharmacy, restraint reduction, falls, skin integrity and re-hospitalizations.

II. Qualifications:

Must be a licensed Nurse Practitioner in the State in which the community operates in good standing. Must speak and understand English. Must be knowledgeable of general, rehabilitative and restorative nursing and medical practices and procedures and laws, regulations and guidelines governing long-term care. Affinity towards and experience with the geriatric population is strongly preferred.

III. Duties & Tasks:

- Provide on-site interventions/treatments with early complication management to avoid hospitalization and more-costly treatments,
- Facilitate “safe transitions” in and out of the skilled nursing community to avoid medical errors through omission of information,
- Participate actively in quality assurance meetings focused on improving quality of care and interdisciplinary team meetings focused on resident care and family decision making,
- Educate nursing and therapy staff on an interdisciplinary basis to improve treatment planning, pharmacy management and assessment skills for the earlier, more-subtle signs of medical complications to promote early intervention and avoid preventable re-hospitalization,

- Assist in reducing nursing community acquired conditions and improving general outcome measures,
- Assist with ensuring successful Quality Indicator Surveys (QIS) with the state focused on patient-centered quality,
- Assist in the development and measuring of quality outcomes in the areas of specialty program development,
- Assisting in standardizing pharmacy management through physician ordering for improved patient outcomes and cost-effective care management,
- Improving patient and family satisfaction scores,
- Promoting interdisciplinary team education for nursing, therapy and other staff.
- Developing collegial alliance with physicians in local area hospitals and primary care to promote continuity of care,
- Strengthening the referral base through professional relationship development,
- Conducting federally required and medically necessary patient assessments and documenting such in medical records according to Medicare requirements,
- Physical and Sensory Requirements (With or Without Aid of Mechanical Devices): Walking/mobility, reaching, bending, grasping, pushing, lifting, transferring and repositioning residents, pulling, fine hand coordination; ability to read and write; ability to understand and follow written and oral instructions; ability to verbally communicate with residents and others; ability to distinguish smells, tastes and temperatures; ability to hear and respond to pages; ability to understand and apply training and in-service education; ability to instruct personnel during training education and staff meetings; and ability to remain calm in emergency situations and when handling multiple tasks,
- Do you have any pre-existent conditions that may prevent you from performing the above essential physical functions of the position? If yes, please explain:

IV. Cultural Responsibilities:

Organizing, Planning, & Decision Making: Anticipates and systematically analyzes problems and opportunities. Identifies key tasks and critical sequential steps. Establishes priorities, schedules, and contingency plans. Analyzes reasonable alternatives and takes actions in a timely manner. Efficiently allocates and manages resources. Demonstrates sound judgment.

Enterpriser: Ability to originate, develop and improve methods. A self-starter who seizes opportunity to take constructive action without being directed to do so.

Efficiency: Demonstrates high level of contribution in accuracy, quality, completeness and volume of work. Concentrates on important aspects of task objectives.

Eminence & Customer Service: Assures that internal and external customer expectations are identified and requirements are documented. Measures performance and makes necessary improvements. Proposes ways to continually improve quality performance.

Professional Knowledge & Skills: Possesses required knowledge and skills in functional field. Demonstrates ability to effectively apply knowledge in accomplishing task objectives.

Communication: Expresses ideas clearly both verbally and in writing. Answers and asks questions skillfully. Provides information to subordinates effectively. Effective listener.

Principles & Integrity: Complies with policies, regulations and codes of conduct governing all aspects of job responsibilities. Deals with others openly and in a straightforward manner. Protects confidential/proprietary information. Takes responsibility for own actions and follows through on commitments.

Teamwork & Involvement: Involves and supports others to get the job done. Solicits and provides constructive feedback and exchanges viewpoints openly and honestly. Shares relevant information freely and informs others on a timely basis.

Interpersonal Skills: Exercises tact, courtesy, and flexibility in relationships with others. Recognizes and deals effectively with interpersonal problems that inhibit task accomplishment. Gives and takes criticism constructively, Maintains composure under pressure.

Adaptability: Performs within established policies and procedures. Adjusts to change in new tasks and priorities. Is open-minded and tries to understand others' points of view. Seeks, accepts and acts on feedback.

Policy Sustenance: Supports and effectively carries out company policies and programs including company objectives and human resource policies. Effects progress toward achieving the Affirmative Action goals of the company.

Recruitment/Development of Employees: Demonstrates effectiveness in staffing selection. Provides opportunities for employees to develop and constructively evaluate their performance appraisals. Rewards good performance and addresses poor performers.

Leadership, Efficacy, & Inclusive Management: Achieves creativity, productivity, and cooperative teamwork among employees. Encourages and utilizes subordinate inputs and suggestions. Effectively utilizes resources to achieve maximum efficiency of operation.

Budget & Schedule Management: Achieves desired results on schedule and within constraints of budget. Monitors and controls task progress and takes prompt remedial action when costs or schedules vary from plans.

V. **Working Environment:**

Work may be performed both inside and outside in all areas of the community and in all weather conditions. Ability to solve practical problems and deal with a variety of concrete variables in situations where only limited standardization exists. Ability to interpret a variety of instructions furnished in written, oral, diagram or schedule form. Work in clean and comfortable office environments.

VI. **Additional Information:**

Employee will be required to respond to emergency drills. Take business calls at all times when on designated call.

VII. Additional Skills:

Computer operation, writing, speaking, reading the English language. Ability to add, subtract, multiply and divide. CPR and First Aid certifications are required.

I HAVE READ THE ABOVE JOB DESCRIPTION AND FULLY UNDERSTAND THE CONDITIONS SET FORTH THEREIN, AND AS A SENIOR RESIDENT SERVICES ADVOCATE, I WILL PERFORM THESE DUTIES TO THE BEST OF MY ABILITY.

Name _____

Date _____

Position Title: Nurse Unit Manager
Reports to: Director of Nursing (DON)
Department: Administration/Nursing
Location: Alaska
Effective Date:

I. Summary of Position:

To direct the day-to-day functions of the Nursing Unit in accordance with current federal, state and local standards governing long-term care facilities, and as may be directed by the Director or Assistant Director of Nursing Services, to ensure that the highest quality of care and services are delivered to our residents.

II. Qualifications:

Must be at least 18 years of age. Must show ability to read and write in a legible and understandable manner. Must speak and understand English. Must have previous experience in a hospital, long-term care facility, or other healthcare related facility. Must be knowledgeable of general, rehabilitative and restorative nursing and medical practices and procedures and laws, regulations and guidelines governing long-term care.

III. Duties & Tasks:

Administrative Responsibilities

- In the absence of the Director of Nursing Services and as directed, attend and participate in various committees and meetings of the community,
- Participate in the development, maintenance, implementation and updating of policies and procedures for the storage, administration and control of medications and supplies; and, evaluate and implement recommendations pertaining to nursing services,
- Assist in developing, implementing and maintaining safety standards, isolation techniques, programs for monitoring communicable and/or infectious diseases among residents and personnel, and procedures for reporting hazardous conditions or equipment,
- Ensure that nursing services personnel follow established infection control procedures when isolation precautions become necessary,
- Ensure that nursing services personnel understand and follow departmental policies and procedures, Standard Precautions, established safety rules, and fire and disaster procedures; and, ensure cleanliness of nursing services work areas, stations, preparation rooms, treatment areas and resident care rooms,

- Assist and participate in developing for each resident a preliminary and comprehensive assessment and written care plan that identifies the nursing and medical problems and/or needs of the resident and the goals to be accomplished for each problem and/or need identified,
- Encourage residents and their families to participate in the development and review of care plans,
- Ensure that all nursing services personnel are aware of the care plan and that care plans are used in providing daily nursing services to the resident,
- Review nurses' notes and monitor residents to determine if the care plans are being followed and if each residents' needs are being met; and participate in assessing, reviewing and revising care plans as required,
- Recommend to the Director of Nursing Services and Administrator the equipment and supply needs of the Nursing Services Department,
- Assist in developing and monitoring adequate and cost effective inventory control procedures,
- Make periodic inspections of supplies and equipment to ensure that adequate levels are maintained and that equipment is available and working properly,
- Develop and implement procedures to ensure that trained and authorized personnel operate nursing services equipment in a safe manner,
- Assist in preparing and planning the nursing services department's budget for equipment, supplies and labor and submit to the DON,
- To direct the day-to-day functions of the Nursing Unit, its programs and activities,
- Participate in developing, maintaining and periodically updating written nursing policies, procedures, reference materials, manuals, objectives and philosophies,
- Assist in developing and implementing methods for coordinating nursing services with other resident services; implement plans of action to correct deficiencies,
- Complete medical forms, reports, evaluations, studies, charts, etc.,
- Ensure that all nursing services personnel are performing their respective duties,
- Participate in developing, implementing and maintaining a quality assurance program,
- Assist in planning, developing, implementing and maintaining resident discharge procedures and plans; assist in developing and implementing a nursing services organization structure,
- Participate in surveys and inspections by government agencies; and, make reports and recommendations to the Director of Nursing Services and Administrator concerning operations of the department,
- Responsible for all care delivered on a unit for twenty-four-hour period, seven days a week,
- Assure all new staff to unit receive appropriate orientation job as per job description,
- Assess all staff ability to perform their job tasks by resident care rounding, paperwork (Task sheets, nurses notes, etc.), staff evaluation process, etc.,

- Provide in-service to nursing staff, as needed,
- Assure the appropriate transcription of physician orders (per policy) and provide follow through (e.g., call pharmacy for new medications, x-ray, etc.),
- Ensure that the physician has been alerted to changes in resident's condition, lab work, etc. and obtain orders as indicated,
- Ensure appropriate initiation and completion of minimum data set and care planning process, audit of patient charts (progress notes),
- Responsible for completion of indicator log manuals. Responsible for the provision of CNA and Charge/Staff Nurse assignments for all three tours. (Assignment sheets to include resident care instructions, meals, and break assignments, special duty assignments, etc.),
- Acts as a member of the resident interdisciplinary care planning committee.

Nursing/Caregiving Functions

- Inform personnel of new admissions, ensure rooms are ready, greet new admissions and escort them to room,
- Schedule daily rounds and monitor residents' treatment and medications to ensure residents are receiving proper care,
- Review nurses' notes to ensure proper documentation is maintained relating to residents' treatment, medications and conditions,
- Ensure proper recordkeeping by physicians; report problem areas to the Director of Nursing Services and assist in developing and implementing corrective actions; and, provide direct nursing care as necessary,
- Assist in recruiting, interviewing, hiring, counseling, evaluating, disciplining and terminating nursing services personnel,
- Document and coordinate personnel actions with the Administrator,
- Assist in scheduling department work hours; delegate administrative authority, responsibility and accountability to nursing services supervisory personnel as deemed necessary to perform assigned duties,
- Ensure that all nursing services personnel have valid and current licenses and are performing duties in accordance with acceptable nursing standards; interpret the department's policies and procedures to personnel, residents, families, visitors and government agencies as necessary,
- Review personnel complaints and grievances and ensure that all personnel are treated consistent with policies and applicable laws,
- Participate in developing, planning, implementing, conducting and scheduling orientation, training and in-service educational activities for nursing services personnel; assist other departments with developing, implementing and coordinating

training programs that relate to nursing services,

- Maintain professional competence, as well as current licenses, through participation in continuing education programs, seminars and training programs,
- Provide leadership and encourage nursing services Supervisory personnel to attend and participate in outside training programs,
- Assist in ensuring that all nursing services personnel attend and participate in hazardous precautions training programs prior to reporting for work assignments,
- Maintain resident confidentiality and privacy; treat residents with kindness, dignity and respect,
- Know and comply with and ensure that all nursing services personnel know and comply with Resident's Rights rules; monitor nursing services to ensure that resident's needs and rights are met,
- Review, promptly report to the Administrator and maintain written records of all resident grievances,
- Physical and Sensory Requirements (With or Without Aid of Mechanical Devices): Walking/mobility, reaching, bending, grasping, pushing, lifting, transferring and repositioning residents, pulling, fine hand coordination; ability to read and write; ability to understand and follow written and oral instructions; ability to verbally communicate with residents and others; ability to distinguish smells, tastes and temperatures; ability to hear and respond to pages; ability to understand and apply training and in-service education; ability to instruct personnel during training education and staff meetings; and ability to remain calm in emergency situations and when handling multiple tasks,
- Do you have any pre-existent conditions that may prevent you from performing the above essential physical functions of the position? If yes, please explain:

IV. Cultural Responsibilities:

Organizing, Planning, & Decision Making: Anticipates and systematically analyzes problems and opportunities. Identifies key tasks and critical sequential steps. Analyzes reasonable alternatives and takes actions in a timely manner. Efficiently allocates and manages resources. Demonstrates sound judgment.

Enterpriser: Ability to originate, develop and improve methods. A self-starter who seizes opportunity to take constructive action without being directed to do so.

Efficiency: Demonstrates high level of contribution in accuracy, quality, completeness and volume of work. Concentrates on important aspects of task objectives.

Eminence & Customer Service: Assures that internal and external customer expectations are identified and requirements are documented. Measures performance and makes necessary improvements. Proposes ways to continually improve quality performance.

Professional Knowledge & Skills: Possesses required knowledge and skills in functional field. Demonstrates ability to effectively apply knowledge in accomplishing task objectives.

Communication: Expresses ideas clearly both verbally and in writing. Answers and asks questions skillfully. Provides information to subordinates effectively. Effective listener.

Principles & Integrity: Complies with policies, regulations and codes of conduct governing all aspects of job responsibilities. Deals with others openly and in a straightforward manner. Protects confidential/proprietary information. Takes responsibility for own actions and follows through on commitments.

Teamwork & Involvement: Involves and supports others to get the job done. Solicits and provides constructive feedback and exchanges viewpoints openly and honestly. Shares relevant information freely and informs others on a timely basis.

Interpersonal Skills: Exercises tact, courtesy and flexibility in relationships with others. Recognizes and deals effectively with interpersonal problems that inhibit task accomplishment. Gives and takes criticism constructively. Maintains composure under pressure.

Adaptability: Performs within established policies and procedures. Adjusts to change in new tasks and priorities. Is open-minded and tries to understand others' points of view. Seeks, accepts and acts on feedback.

Policy Sustenance: Supports and effectively carries out company policies and programs including company objectives and human resource policies. Effects progress toward achieving the Affirmative Action goals of the company.

Leadership, Efficacy, & Inclusive Management: Achieves creativity, productivity and cooperative teamwork among employees. Effectively utilizes resources to achieve maximum efficiency of operation.

Budget & Schedule Management: Achieves desired results on schedule and within constraints of budget. Monitors and controls task progress and takes prompt remedial action when costs or schedules vary from plans.

V. **Working Environment:**

Work may be performed both inside and outside in all areas of the community and in all weather conditions. Ability to solve practical problems and deal with a variety of concrete variables in situations where only limited standardization exists. Ability to interpret a variety of instructions furnished in written, oral, diagram or schedule form. Work in clean and comfortable office environments.

VI. **Additional Information:**

Employee will be required to respond to emergency drills. Take business calls at all times when on designated call.

VII. Additional Skills:

Computer operation, writing, speaking, reading the English language. Ability to add, subtract, multiply and divide. CPR and First Aid certifications are required.

I HAVE READ THE ABOVE JOB DESCRIPTION AND FULLY UNDERSTAND THE CONDITIONS SET FORTH THEREIN, AND AS A SENIOR RESIDENT SERVICES ADVOCATE, I WILL PERFORM THESE DUTIES TO THE BEST OF MY ABILITY.

Name _____

Date _____

Position Title: Payroll Coordinator
Reports to: Administrator
Department: Administration
Location: Alaska
Effective Date:

I. Summary of Position:

The Payroll Coordinator position oversees some human resources and all payroll functions within the community, including but not limited to employee relations and payroll on behalf of the community.

II. Qualifications:

High School graduate or equivalent. Bachelor's degree in Human Resources or similar field. 3 years HR/Payroll experience. Knowledge of payroll systems. Good communication skills preferred. 5 years HR/Payroll experience. Advanced knowledge of payroll systems. Previous experience in long-term healthcare setting.

III. Duties & Tasks:

- Oversees all administrative & paper aspects of recruiting, hiring and orienting new employees on behalf of the community, including but not limited to placing ads in newspapers or online for the recruitment of new employees,
- Ensuring new hires complete appropriate paperwork and are entered into the system and orienting new employees to the Maple community,
- Oversees all aspects of payroll on behalf of the community, including but not limited to entering new employees into the payroll system, disbursement of employee paychecks and ensuring all employee info is up to date and correct,
- Acts as a facilitator and third party on behalf of employees at community. Oversees all unemployment insurance claims for community,
- Oversees all employee benefits at the community level. Assists in the business office as needed doing such things as following up with insurance companies. Assists in maintaining confidential information,
- Oversees all aspects of Human Resources on behalf of the community including but not limited to: employee performance issues, employee training, employee complaints, etc.,
- Other duties as assigned.

IV. Supervisory & Cultural Responsibilities:

Organizing, Planning, & Decision Making: Anticipates and systematically analyzes problems and opportunities. Identifies key tasks and critical sequential steps. Analyzes reasonable alternatives and takes actions in a timely manner. Efficiently allocates and manages resources. Demonstrates sound judgment.

Enterpriser: Ability to originate, develop and improve methods. A self-starter who seizes opportunity to take constructive action without being directed to do so.

Efficiency: Demonstrates high level of contribution in accuracy, quality, completeness and volume of work. Concentrates on important aspects of task objectives.

Eminence & Customer Service: Assures that internal and external customer expectations are identified and requirements are documented. Measures performance and makes necessary improvements. Proposes ways to continually improve quality performance.

Professional Knowledge & Skills: Possesses required knowledge and skills in functional field. Demonstrates ability to effectively apply knowledge in accomplishing task objectives.

Communication: Expresses ideas clearly both verbally and in writing. Answers and asks questions skillfully. Provides information to subordinates effectively. Effective listener.

Principles & Integrity: Complies with policies, regulations and codes of conduct governing all aspects of job responsibilities. Deals with others openly and in a straightforward manner. Protects confidential/proprietary information. Takes responsibility for own actions and follows through on commitments.

Teamwork & Involvement: Involves and supports others to get the job done. Solicits and provides constructive feedback and exchanges viewpoints openly and honestly. Shares relevant information freely and informs others on a timely basis.

Interpersonal Skills: Exercises tact, courtesy and flexibility in relationships with others. Recognizes and deals effectively with interpersonal problems that inhibit task accomplishment. Gives and takes criticism constructively. Maintains composure under pressure.

Adaptability: Performs within established policies and procedures. Adjusts to change in new tasks and priorities. Is open-minded and tries to understand others' points of view. Seeks, accepts and acts on feedback.

Policy Sustenance: Supports and effectively carries out company policies and programs including company objectives and human resource policies. Effects progress toward achieving the Affirmative Action goals of the company.

Leadership, Efficacy, & Inclusive Management: Achieves creativity, productivity and cooperative teamwork among employees. Effectively utilizes resources to achieve maximum efficiency of operation.

Budget & Schedule Management: Achieves desired results on schedule and within constraints of budget. Monitors and controls task progress and takes prompt remedial action when costs or schedules vary from plans.

V. Working Environment:

Work may be performed both inside and outside in all areas of the community and in all weather conditions. Ability to solve practical problems and deal with a variety of concrete variables in situations where only limited standardization exists. Ability to interpret a variety of instructions furnished in written, oral, diagram or schedule form. Work in clean and comfortable office environments.

VI. Additional Information:

Employee will be required to respond to emergency drills. Take business calls at all times when on designated call.

VII. Additional Skills:

Computer operation, writing, speaking, reading the English language. Ability to add, subtract, multiply and divide. CPR and First Aid certifications are required.

I HAVE READ THE ABOVE JOB DESCRIPTION AND FULLY UNDERSTAND THE CONDITIONS SET FORTH THEREIN, AND AS A SENIOR RESIDENT SERVICES ADVOCATE, I WILL PERFORM THESE DUTIES TO THE BEST OF MY ABILITY.

Name _____

Date _____

Position Title: Receptionist
Reports to: Administrator/Business Office Manager
Department: Administration
Location: Alaska
Effective Date:

I. Summary of Position:

To provide appropriate office support necessary to help provide an effective, smooth running operation using the philosophy, objectives and policies of this community. This support may include basic secretarial duties, basic marketing duties, clerical duties, receptionist duties and primary office record keeping. Greet visitors to the community, either in person or via telephone, in a courteous, polite, professional and helpful manner, and assist the Business Office Manager in business office functions.

II. Qualifications:

High school graduate or its equivalent. Related administrative experience at a level necessary to accomplish the job. Business college preferred. Must have the ability to read, write, and follow oral and written directions at a level necessary to accomplish the job.

Basic understanding of computer technology, including but not limited to email use. Must be able to relate positively and favorably to senior residents, families and to work cooperatively with other employees. Must contribute immensely to a positive, warm culture while managing the traffic flow of the community.

III. Duties & Tasks:

- Answer multiple line telephones, greet the public, may assist with marketing,
- May assist with typing, filing, ancillary input, payroll, distribution of mail, accounts payable and personnel files,
- Assist with business office functions to include administrative support,
- Comply with, support and enforce Maple policies involving all safety and infection control procedures to include the proper use of mechanical lifts, gait belts and personal protective back Supports,
- Help monitor residents' rights and positive relationships,
- Understand, comply with and promote all rules regarding resident rights, promote positive relationships with residents, visitors and regulators, to include presenting a professional appearance,
- Must adhere to Maple's Code of conduct and Business Ethics policy, including documentation and reporting responsibilities,
- Attend and participate in educational activities, in-service training, and staff meetings; assist in orientation and training of other staff,

- Participate in Quality Assurance activities, as assigned. Other duties as assigned or needed.

IV. Cultural Responsibilities:

Organizing, Planning, & Decision Making: Anticipates and systematically analyzes problems and opportunities. Identifies key tasks and critical sequential steps. Analyzes reasonable alternatives and takes actions in a timely manner. Efficiently allocates and manages resources. Demonstrates sound judgment.

Enterpriser: Ability to originate, develop and improve methods. A self-starter who seizes opportunity to take constructive action without being directed to do so.

Efficiency: Demonstrates high level of contribution in accuracy, quality, completeness and volume of work. Concentrates on important aspects of task objectives.

Eminence & Customer Service: Assures that internal and external customer expectations are identified and requirements are documented. Measures performance and makes necessary improvements. Proposes ways to continually improve quality performance.

Professional Knowledge & Skills: Possesses required knowledge and skills in functional field. Demonstrates ability to effectively apply knowledge in accomplishing task objectives.

Communication: Expresses ideas clearly both verbally and in writing. Answers and asks questions skillfully. Provides information to subordinates effectively. Effective listener.

Principles & Integrity: Complies with policies, regulations and codes of conduct governing all aspects of job responsibilities. Deals with others openly and in a straightforward manner. Protects confidential/proprietary information. Takes responsibility for own actions and follows through on commitments.

Teamwork & Involvement: Involves and supports others to get the job done. Solicits and provides constructive feedback and exchanges viewpoints openly and honestly. Shares relevant information freely and informs others on a timely basis.

Interpersonal Skills: Exercises tact, courtesy and flexibility in relationships with others. Recognizes and deals effectively with interpersonal problems that inhibit task accomplishment. Gives and takes criticism constructively. Maintains composure under pressure.

Adaptability: Performs within established policies and procedures. Adjusts to change in new tasks and priorities. Is open-minded and tries to understand others' points of view. Seeks, accepts and acts on feedback.

Policy Sustenance: Supports and effectively carries out company policies and programs including company objectives and human resource policies. Effects progress toward achieving the Affirmative Action goals of the company.

Leadership, Efficacy, & Inclusive Management: Achieves creativity, productivity and cooperative teamwork among employees. Effectively utilizes resources to achieve maximum efficiency of operation.

Budget & Schedule Management: Achieves desired results on schedule and within constraints of budget. Monitors and controls task progress and takes prompt remedial action when costs or schedules vary from plans.

V. Working Environment:

Work may be performed both inside and outside in all areas of the community and in all weather conditions. Ability to solve practical problems and deal with a variety of concrete variables in situations where only limited standardization exists. Ability to interpret a variety of instructions furnished in written, oral, diagram or schedule form. Work in clean and comfortable office environments.

VI. Additional Information:

Employee will be required to respond to emergency drills. Take business calls at all times when on designated call.

VII. Additional Skills:

Computer operation, writing, speaking, reading the English language. Ability to add, subtract, multiply and divide. CPR and First Aid certifications are required.

I HAVE READ THE ABOVE JOB DESCRIPTION AND FULLY UNDERSTAND THE CONDITIONS SET FORTH THEREIN, AND AS A SENIOR RESIDENT SERVICES ADVOCATE, I WILL PERFORM THESE DUTIES TO THE BEST OF MY ABILITY.

Name _____

Date _____

Position Title: Registered Dietician
Reports to: Administrator
Department: Administration/Dietary
Location: Alaska
Effective Date:

I. Summary of Position:

The Registered Dietitian is responsible for providing medical nutritional therapy to long-term care and rehabilitation residents with a variety of medical conditions. This position works in conjunction with Administrators, Director of Nursing, Nutrition Services managers, regional dietitian and other appropriate consultants to provide clinical nutrition care to residents. This Registered Dietitian position may work under limited Supervision.

II. Qualifications:

B.S. in Nutrition. 3 years or more combined experience in Long Term Care. Clinical and administrative background in dietetics. Must be a Registered Dietitian. Licensed in the state working is required. Experience in leadership role preferred.

III. Duties & Tasks:

- Provides oversight and ensures compliance with the provision of quality food service and nutritional care to residents,
- Completes comprehensive nutrition assessments per Maple's protocol for residents and incorporates nutrition interventions into the individualized interdisciplinary plan of care for residents as indicated,
- Ensures that all assessments and care plans meet professional standards of practice, reflect current evidence-based practice, and are in full compliance with all applicable regulatory statutes,
- Communicates with the interdisciplinary teams to provide professional guidance for assessing and implementing care strategies and monitoring nutrition and hydration status of residents,
- Assists in the training of Nutrition Services managers regarding Clinical nutrition care of residents,

- Serves as a resource to the facilities regarding nutritional care through consultation and in-service education,
- Performs standard reviews and nutrition and food service audits in the facility,
- Other duties as assigned or needed.

IV. **Cultural Responsibilities:**

Organizing, Planning, & Decision Making: Anticipates and systematically analyzes problems and opportunities. Identifies key tasks and critical sequential steps. Analyzes reasonable alternatives and takes actions in a timely manner. Efficiently allocates and manages resources. Demonstrates sound judgment.

Enterpriser: Ability to originate, develop and improve methods. A self-starter who seizes opportunity to take constructive action without being directed to do so.

Efficiency: Demonstrates high level of contribution in accuracy, quality, completeness and volume of work. Concentrates on important aspects of task objectives.

Eminence & Customer Service: Assures that internal and external customer expectations are identified and requirements are documented. Measures performance and makes necessary improvements. Proposes ways to continually improve quality performance.

Professional Knowledge & Skills: Possesses required knowledge and skills in functional field. Demonstrates ability to effectively apply knowledge in accomplishing task objectives.

Communication: Expresses ideas clearly both verbally and in writing. Answers and asks questions skillfully. Provides information to subordinates effectively. Effective listener.

Principles & Integrity: Complies with policies, regulations and codes of conduct governing all aspects of job responsibilities. Deals with others openly and in a straightforward manner. Protects confidential/proprietary information. Takes responsibility for own actions and follows through on commitments.

Teamwork & Involvement: Involves and supports others to get the job done. Solicits and provides constructive feedback, and exchanges viewpoints openly and honestly. Shares relevant information freely and informs others on a timely basis.

Interpersonal Skills: Exercises tact, courtesy, and flexibility in relationships with others. Recognizes and deals effectively with interpersonal problems that inhibit task accomplishment. Gives and takes criticism constructively. Maintains composure under pressure.

Adaptability: Performs within established policies and procedures. Adjusts to change in new tasks and priorities. Is open-minded and tries to understand others' points of view. Seeks, accepts and acts on feedback.

Policy Sustenance: Supports and effectively carries out company policies and programs including company objectives and human resource policies. Effects progress toward achieving the Affirmative Action goals of the company.

Leadership, Efficacy, & Inclusive Management: Achieves creativity, productivity, and cooperative teamwork among employees. Effectively utilizes resources to achieve maximum efficiency of operation.

Budget & Schedule Management: Achieves desired results on schedule and within constraints of budget. Monitors and controls task progress and takes prompt remedial action when costs or schedules vary from plans.

V. Working Environment:

Work may be performed both inside and outside in all areas of the community and in all weather conditions. Ability to solve practical problems and deal with a variety of concrete variables in situations where only limited standardization exists. Ability to interpret a variety of instructions furnished in written, oral, diagram or schedule form. Work in clean and comfortable office environments.

VI. Additional Information:

Employee will be required to respond to emergency drills. Take business calls at all times when on designated call.

VII. Additional Skills:

Computer operation, writing, speaking, reading the English language. Ability to add, subtract, multiply and divide. CPR and First Aid certifications are required.

I HAVE READ THE ABOVE JOB DESCRIPTION AND FULLY UNDERSTAND THE CONDITIONS SET FORTH THEREIN, AND AS A SENIOR RESIDENT SERVICES ADVOCATE, I WILL PERFORM THESE DUTIES TO THE BEST OF MY ABILITY.

Name _____

Date _____

Position Title: Resident Assessment Coordinator (RAC)
Reports to: Director of Nursing
Department: Administration/Nursing
Location: Alaska
Effective Date:

I. Summary of Position:

The Resident Assessment Coordinator (RAC) will be responsible for ensuring the accuracy and completeness of the Resident Assessment Instrument completed by the RAC for all payer sources. This will include the oversight of all service provided during inpatient stay from admission to discharge. This role is viewed as a key financial and clinical member of the management team.

II. Qualifications:

Must be actively licensed as a Registered Nurse, in good standing, in the state to which you are applying or possess a valid compact state license. Must be well-versed in inter-personal communications. Must be familiar with the RAI process and Case Management. May work with direction from the Resident Assessment Director. Team setting experience preferred, as you will work in collaboration with the Interdisciplinary Team to assess the needs of the resident.

III. Duties & Tasks:

- Participates in the pre-admission process to ensure essential information, needed for MDS/Case Mix optimization, is obtained from the referral source(s),
- Attends the daily Prospective Payment System (PPS) Management meeting, to include review of resident care and the setting of the Assessment Reference Date in collaboration with the Interdisciplinary Care Team to ensure the most appropriate Assessment Reference Date (ARD) is utilized for assessments,
- Completes accurate coding of the MDS with information obtained from interviews with facility staff, resident, and family members as well as observation of the resident and medical record review,
- Maintains the frequent and accurate data entry of resident information into appropriate computerized MDS programs,
- Obtain, review and maintain all state and federal reports, making appropriate corrections

timely in communication with the Resident Assessment Director,

- Completes required forms and documents in accordance with Maple Guidelines and state and/or federal regulations,
- Participates in quality assurance activities monitors daily: Skilled nurse's notes and ADL performance, then provides on the spot education to staff based on findings,
- Responsible for communicating any changes in resident's condition to the managed care external Case Manager, and negotiates level of care changes as well as any equipment and discharge needs,
- Tracks, records and analyzes all defaults and provider liable days, corrects if appropriate in communication with the Resident Assessment Director, implements corrective action to prevent further default status,
- Maintains a current knowledge base regarding State and Federal Regulations, PPS and the RAI Process,
- Manages Medicare Part A and B certification/recertification process as directed by Resident Assessment Director,
- Performs ongoing evaluation from pre-admission through discharge to ensure an appropriate reimbursement level for each resident,
- Evaluates care to ensure that services and products provided match benefits available.
- Reviews medical records, care plans, charting to ensure documentation supports care provided and reimbursement level,
- Participates in triple check prior to releasing claims,
- Reviews MDS validation reports to identify issues and/or processes to ensure accuracy of submitted MDS,
- Physical and Sensory Requirements (With or Without Aid of Mechanical Devices): Walking/mobility, reaching, bending, grasping, pushing, lifting, transferring and repositioning residents, pulling, fine hand coordination; ability to read and write,
- Ability to understand and follow written and oral instructions; ability to verbally communicate with residents and others; ability to distinguish smells, tastes and temperatures; ability to hear and respond to pages; ability to understand and apply training and in-service education; ability to instruct personnel during training education and staff meetings; and ability to remain calm in emergency situations and when handling multiple tasks,
- Do you have any pre-existent conditions that may prevent you from performing the above essential physical functions of the position? If yes, please explain:

IV. Supervisory & Cultural Responsibilities:

Organizing, Planning, & Decision Making: Anticipates and systematically analyzes problems and opportunities. Identifies key tasks and critical sequential steps. Analyzes reasonable alternatives and takes actions in a timely manner. Efficiently allocates and manages resources. Demonstrates sound judgment.

Enterpriser: Ability to originate, develop and improve methods. A self-starter who seizes opportunity to take constructive action without being directed to do so.

Efficiency: Demonstrates high level of contribution in accuracy, quality, completeness and volume of work. Concentrates on important aspects of task objectives.

Eminence & Customer Service: Assures that internal and external customer expectations are identified and requirements are documented. Measures performance and makes necessary improvements. Proposes ways to continually improve quality performance.

Professional Knowledge & Skills: Possesses required knowledge and skills in functional field. Demonstrates ability to effectively apply knowledge in accomplishing task objectives.

Communication: Expresses ideas clearly both verbally and in writing. Answers and asks questions skillfully. Provides information to subordinates effectively. Effective listener.

Principles & Integrity: Complies with policies, regulations and codes of conduct governing all aspects of job responsibilities. Deals with others openly and in a straightforward manner. Protects confidential/proprietary information. Takes responsibility for own actions and follows through on commitments.

Teamwork & Involvement: Involves and supports others to get the job done. Solicits and provides constructive feedback, and exchanges viewpoints openly and honestly. Shares relevant information freely and informs others on a timely basis.

Interpersonal Skills: Exercises tact, courtesy and flexibility in relationships with others. Recognizes and deals effectively with interpersonal problems that inhibit task accomplishment. Gives and takes criticism constructively. Maintains composure under pressure.

Adaptability: Performs within established policies and procedures. Adjusts to change in new tasks and priorities. Is open-minded and tries to understand others' points of view. Seeks, accepts and acts on feedback.

Policy Sustenance: Supports and effectively carries out company policies and programs including company objectives and human resources policies. Effects progress toward achieving the Affirmative Action goals of the company.

Leadership, Efficacy, & Inclusive Management: Achieves creativity, productivity and cooperative teamwork among employees. Effectively utilizes resources to achieve maximum efficiency of operation.

Budget & Schedule Management: Achieves desired results on schedule and within constraints of budget. Monitors and controls task progress and takes prompt remedial action when costs or schedules vary from plans.

V. Working Environment:

Work may be performed both inside and outside in all areas of the community and in all weather conditions. Ability to solve practical problems and deal with a variety of concrete variables in situations where only limited standardization exists. Ability to interpret a variety of instructions furnished in written, oral, diagram or schedule form. Work in clean and comfortable office environments.

VI. Additional Information:

Employee will be required to respond to emergency drills. Take business calls at all times when on designated call.

VII. Additional Skills:

Computer operation, writing, speaking, reading the English language. Ability to add, subtract, multiply and divide. CPR and First Aid certifications are required.

I HAVE READ THE ABOVE JOB DESCRIPTION AND FULLY UNDERSTAND THE CONDITIONS SET FORTH THEREIN, AND AS A SENIOR RESIDENT SERVICES ADVOCATE, I WILL PERFORM THESE DUTIES TO THE BEST OF MY ABILITY.

Name _____

Date _____

Position Title: Registered Nurse (RN)
Reports to: Director of Nursing
Department: Administration/Nursing
Location: Alaska
Effective Date:

I. Summary of Position:

Responsible for the independent supervision of the delivery of care to a group of residents in a nursing area. Assess resident needs, develop individual care plans, administer nursing care, evaluate nursing care, and supervise Certified Nursing Assistants (CNAs) and other personnel in the delivery of nursing care.

II. Qualifications:

Must hold and maintain a current license to practice as a Registered Nurse in practicing state. Recent clinical experience, education, or specialty skills specific to geriatrics. Demonstrate understanding that state and federal rules and regulations govern the practices within the facility. Ongoing pursuit of Continuing Education Credits in clinical subjects, management, personal growth and development. Demonstrate working knowledge of infection control principles and practices. Proven ability to communicate effectively and positively with staff, residents and family members. Basic computer knowledge with an aptitude to learn company software. Must be capable of maintaining regular attendance. Must meet all local health regulations and pass post-employment physical exam, if required. This requirement also includes drug screening, criminal background investigation and reference inquiry.

III. Duties & Tasks:

Assessment Responsibilities

- Adhere to state rules and regulations concerning delivery of care and assures that effective quality nursing care is delivered which is outcome focused through utilization of the nursing process,
- Effectively communicate with the resident/responsible party to obtain information required for developing and implementing a plan of care,
- Demonstrate ability to perform physical assessment through observation, inspection, palpation, percussion and auscultation,

- Identify needs and provide input for discharge planning and follow-up throughout length of stay.

Service/Care Planning, Implementation, Evaluation & Delivery

- Develop individualized plan of care in collaboration with the resident/responsible party and interdisciplinary care team by documenting problems, statements, goals and approaches in collaboration with other members of the interdisciplinary care team,
- Seek LPN and Certified Nursing Assistant input when developing plan of care,
- Define realistic and obtainable long and short term goals for the residents,
- Initiate appropriate nursing interventions with time frames for outcome evaluations and document appropriately in medical record,
- Revise plan of care with input from resident/responsible party and interdisciplinary care team,
- Implement teaching with resident/responsible party consistent with interdisciplinary plan of care,
- Implement plan of care consistently, effectively and cost efficiently with focus on resident centered outcomes,
- Identify basis and anticipated outcomes for each nursing intervention,
- Assume responsibility for care interventions consistent with skill level and professional standards of care,
- Utilize time efficiently to assure completion of duties and responsibilities in allotted time frame,
- Utilize professional and sound judgment in delivery of care which is cost efficient but does not jeopardize safe, effective care delivery,
- Utilize all appropriate, available resources for resident/family/responsible party counseling and discharge planning,
- Follow company policies and procedures to ensure a safe, caring, comfortable and clean environment,
- Keep physician and/or other health care professionals (Nurse Practitioner, Physician Assistant, podiatrist, dentist, etc.) informed of resident's condition; and notify physician and/or other healthcare professionals immediately of significant changes of condition,
- Work in collaboration with physician and/or other health care professionals by sharing information relevant to changing plan of care,
- Always question and seek clarification of unclear orders,
- Evaluate team and make changes as needs are recognized,

- Critique and take responsibility for evaluating nursing care delivered,
- Utilize the expertise of nursing colleagues to evaluate plan of care. Elicit feedback from individual being served and/or family or responsible party to determine that their needs are being met,
- Evaluate effectiveness of the plan of care in conjunction with the caregiving team,
- Deliver and maintain optimum resident care and comfort by demonstrating knowledge and skills of current nursing practices,
- Transcribe physician and/or other health care professionals' orders appropriately and accurately. Ask for clarification of questionable orders from the ordering physician and/or other health care professionals,
- Notify physician and/or other health care professionals if orders are not carried out and document event appropriately,
- Perform only those activities which are within the scope of RN nursing practice. Follow company, facility and departmental policies and procedures, and appropriately utilize nursing judgment,
- Ensure accurate documentation of all medical records and reporting forms. Promptly respond to call lights and other resident needs.

Supervisory Tasks

- Supervise Certified Nurse Assistants and other personnel, may be asked to supervise other RNs,
- Coach, counsel and assign Certified Nurse Assistants to provide quality resident care, independently evaluate the job skills and work performance of the Certified Nurse Assistants through the formal performance evaluation process,
- Appropriately discipline as directed by DON or Administrator to Certified Nurse Assistants and other nurses for violations of work rules, policies or poor performance, including the recommendation of suspensions and terminations,
- Recognize Certified Nurse Assistants and other Nurses for exceptional care and job performance on a regular basis and as part of their formal performance evaluation,
- Assign Certified Nurse Assistants and other Nurses specific duties for resident care as directed by DON or Administrator,
- May be asked to assign hours, breaks and meal periods to Certified Nurse Assistants and other nurses,
- May be asked to ensure proper staffing by calling in replacement employees for Certified Nurse Assistants and other nurses not reporting for work and by transferring or reassigning Certified Nurse Assistants and other Nurses to ensure

adequate staffing levels,

- Train and/or assist in the orientation of new employees, Attempt to effectively resolve Certified Nursing Assistants' and other Nurses' problems, complaints and grievances in conjunction with DON or Administrator,
- Attend and participate in supervisory meetings when requested. Support and follow through with management team goals. Perform other management duties as assigned.

Residents' Rights & Safety

- Demonstrate strong ethical practices regarding individual/resident rights as stated in company policy,
- Support resident autonomy and choice. Demonstrate both sensitivity and appropriate responsiveness to each resident's end of life wishes,
- Demonstrate safe practices in regard to resident's comfort and safety by applying knowledge of proper body alignment for self and resident,
- Practice and promote adherence to institutional safety codes. Promote a restraint-free environment.

Pharmacy Responsibilities & Infection Control

- Maintain an updated knowledge base in pharmacology. Demonstrate knowledge of policies governing medication administration and documentation,
- Demonstrate knowledge of drug reactions and sensitivities and nursing interventions,
- Assure that narcotics are accounted for properly,
- Apply adult learning principles when educating individuals, family members or responsible party regarding the resident's medication regimen,
- Recognize normal and irregular lab values and communicate it in appropriate manner to physician and other interdisciplinary team members as appropriate,
- Demonstrate working knowledge of infection control practices.

Continuing Education

- Recognize self-evaluation and self-development as important tools in maintaining high standards of care and professionalism, Seek and provide peer support and consultation,
- Participate in facility/department in-services. Attend continuing education programs. Attend facility/department/staff meetings as required.

Safety & Other Responsibilities

- Comply with, support and enforce Company policies involving all safety and infection control procedures to include the proper use of mechanical lifts, other lifting methods while utilizing personal protective back supports,
- Must perform duties inside the state nurse practice act,
- Participate in Quality Assurance activities as assigned,
- Physical and Sensory Requirements (With or Without Aid of Mechanical Devices): Walking/mobility, reaching, bending, grasping, pushing, lifting, transferring and repositioning residents, pulling, fine hand coordination,
- Ability to read and write; ability to understand and follow written and oral instructions; ability to verbally communicate with residents and others,
- Ability to distinguish smells, tastes and temperatures; ability to hear and respond to pages,
- Do you have any pre-existent conditions that may prevent you from performing the above essential physical functions of the position? If yes, please explain:

IV. Cultural Responsibilities:

Organizing, Planning, & Decision Making: Anticipates and systematically analyzes problems and opportunities. Identifies key tasks and critical sequential steps. Establishes priorities, schedules and contingency plans. Analyzes reasonable alternatives and takes actions in a timely manner. Efficiently allocates and manages resources. Demonstrates sound judgment.

Enterpriser: Ability to originate, develop and improve methods. A self-starter who seizes opportunity to take constructive action without being directed to do so.

Efficiency: Demonstrates high level of contribution in accuracy, quality, completeness and volume of work. Concentrates on important aspects of task objectives.

Eminence & Customer Service: Assures that internal and external customer expectations are identified and requirements are documented. Measures performance and makes necessary improvements. Proposes ways to continually improve quality performance.

Professional Knowledge & Skills: Possesses required knowledge and skills in functional field. Demonstrates ability to effectively apply knowledge in accomplishing task objectives.

Communication: Expresses ideas clearly both verbally and in writing. Answers and asks questions skillfully. Provides information to subordinates effectively. Effective listener.

Principles & Integrity: Complies with policies, regulations and codes of conduct governing all aspects of job responsibilities. Deals with others openly and in a straightforward manner.

Protects confidential/proprietary information. Takes responsibility for own actions and follows through on commitments.

Teamwork & Involvement: Involves and supports others to get the job done. Solicits and provides constructive feedback, and exchanges viewpoints openly and honestly. Shares relevant information freely and informs others on a timely basis.

Interpersonal Skills: Exercises tact, courtesy and flexibility in relationships with others. Recognizes and deals effectively with interpersonal problems that inhibit task accomplishment. Gives and takes criticism constructively. Maintains composure under pressure.

Adaptability: Performs within established policies and procedures. Adjusts to change in new tasks and priorities. Is open-minded and tries to understand others' points of view. Seeks, accepts and acts on feedback.

Policy Sustenance: Supports and effectively carries out company policies and programs including company objectives and human resource policies. Effects progress toward achieving the Affirmative Action goals of the company

Recruitment/Development of Employees: Demonstrates effectiveness in staffing selection. Provides opportunities for employees to develop and constructively evaluate their performance appraisals. Rewards good performance and addresses poor performers.

Leadership, Efficacy, & Inclusive Management: Achieves creativity, productivity, and cooperative teamwork among employees. Encourages and utilizes subordinate inputs and suggestions. Effectively utilizes resources to achieve maximum efficiency of operation.

Budget & Schedule Management: Achieves desired results on schedule and within constraints of budget. Monitors and controls task progress and takes prompt remedial action when costs or schedules vary from plans.

V. Working Environment:

Work may be performed both inside and outside in all areas of the community and in all weather conditions. Ability to solve practical problems and deal with a variety of concrete variables in situations where only limited standardization exists. Ability to interpret a variety of instructions furnished in written, oral, diagram or schedule form. Work in clean and comfortable office environments.

VI. Additional Information:

Employee will be required to respond to emergency drills. Take business calls at all times when on designated call.

VII. Additional Skills:

Computer operation, writing, speaking, reading the English language. Ability to add, subtract, multiply and divide. CPR and First Aid certifications are required.

I HAVE READ THE ABOVE JOB DESCRIPTION AND FULLY UNDERSTAND THE CONDITIONS SET FORTH THEREIN, AND AS A SENIOR RESIDENT SERVICES ADVOCATE, I WILL PERFORM THESE DUTIES TO THE BEST OF MY ABILITY.

Name _____

Date _____

Position Title: Social Services Director
Reports to: Administrator
Department: Administration
Location: Alaska
Effective Date:

I. Summary of Position:

Identify and provide for each resident's social, emotional and psychological needs, and the continuing development of the resident's full potential during his/her stay at the facility and to assist in the planning for his/her discharge.

II. Qualifications:

Bachelor's Degree in Social Work, (Master's Degree in Social Work, where required). Two (2) years experience in social work. Health care experience preferred. Must meet any state and/or Federal requirements for the position. Must have basic understanding of computer technology, including email use. Must have ability to read, write and follow oral and written directions at a level necessary to accomplish the job. Must be able to relate positively and favorably to residents and families and to work cooperatively with other associates and personnel of other community agencies. Must have knowledge of state and federal guidelines. Must have demonstrated skills in communication, documentation, assessment and social work methods techniques. Must maintain regular attendance. Must meet all local health regulations and pass post-employment physical exam if required. This requirement also includes drug screening, criminal background investigation, and reference inquiry. Must perform duties inside the state scope of practice for a Licensed Social Service Director (SSW).

III. Duties & Tasks:

Organizational Responsibilities

- Develop a social history, social assessment and care plan which identifies pertinent problems and needs, realistic goals to be accomplished and the specific action to be taken in resolution of the problems and/or needs upon admission of each new resident,
- Actively participate in interdisciplinary Care Plan meetings,
- Document progress notes which relate to each resident's care plan when necessary and within policy timeframes,
- Assist the resident and resident's family in discharge and placement planning. Organize family groups to promote communication, education and support between family members, facility staff and administration, and provide counseling as needed,

- Assist in the education of the community regarding aging, rights of residents, facility services and other related topics,
- Actively participate in the pre-admission screening of all potential residents and provide information to residents and families during admission,
- Orient the resident to the long-term care environment and facilitate adjustment upon placement,

Regulatory & Other Responsibilities

- Interview, hire, train, supervise, evaluate and discipline Social Services Department personnel; Make job assignments and set priorities,
- Orient new staff and participate in recruitment and selection, Keep associates informed of changes that affect them,
- Ensure universal precautions and infection control, isolation, fire, safety and sanitation practices and procedures are followed and promptly address any hazardous conditions.
- Maintain records, manage budget and supplies,
- Meet Maple policies and state and federal regulations regarding Social Services,
- Comply with, support and enforce Maple policies involving all safety and infection control procedures to include the proper use of mechanical lifts, belts and personal protective back supports,
- Understand, comply with and promote all rules regarding resident rights, promote positive relationships with residents, visitors and regulators, to include presenting a professional appearance,
- Must adhere to Maple's Code of conduct policy, including documentation and reporting responsibilities,
- Attend and participate in educational activities, in-service training, and staff meetings; assist in orientation and training of other staff,
- Participate in Quality Assurance activities, as assigned,
- Other duties as assigned or needed.

IV. Cultural Responsibilities:

Organizing, Planning, & Decision Making: Anticipates and systematically analyzes problems and opportunities. Identifies key tasks and critical sequential steps. Analyzes reasonable alternatives and takes actions in a timely manner. Efficiently allocates and manages resources. Demonstrates sound judgment.

Enterpriser: Ability to originate, develop and improve methods. A self-starter who seizes opportunity to take constructive action without being directed to do so.

Efficiency: Demonstrates high level of contribution in accuracy, quality, completeness and volume of work. Concentrates on important aspects of task objectives.

Eminence & Customer Service: Assures that internal and external customer expectations are identified and requirements are documented. Measures performance and makes necessary improvements. Proposes ways to continually improve quality performance.

Professional Knowledge & Skills: Possesses required knowledge and skills in functional field. Demonstrates ability to effectively apply knowledge in accomplishing task objectives.

Communication: Expresses ideas clearly both verbally and in writing. Answers and asks questions skillfully. Provides information to subordinates effectively. Effective listener.

Principles & Integrity: Complies with policies, regulations and codes of conduct governing all aspects of job responsibilities. Deals with others openly and in a straightforward manner. Protects confidential/proprietary information. Takes responsibility for own actions and follows through on commitments.

Teamwork & Involvement: Involves and supports others to get the job done. Solicits and provides constructive feedback, and exchanges viewpoints openly and honestly. Shares relevant information freely and informs others on a timely basis.

Interpersonal Skills: Exercises tact, courtesy and flexibility in relationships with others. Recognizes and deals effectively with interpersonal problems that inhibit task accomplishment. Gives and takes criticism constructively. Maintains composure under pressure.

Adaptability: Performs within established policies and procedures. Adjusts to change in new tasks and priorities. Is open-minded and tries to understand others' points of view. Seeks, accepts and acts on feedback.

Policy Sustenance: Supports and effectively carries out company policies and programs; including company objectives and human resource policies. Effects progress toward achieving the Affirmative Action goals of the company.

Leadership, Efficacy, & Inclusive Management: Achieves creativity, productivity, and cooperative teamwork among employees. Effectively utilizes resources to achieve maximum efficiency of operation.

Budget & Schedule Management: Achieves desired results on schedule and within constraints of budget. Monitors and controls task progress and takes prompt remedial action when costs or schedules vary from plans.

V. Working Environment:

Work may be performed both inside and outside in all areas of the community and in all weather conditions. Ability to solve practical problems and deal with a variety of concrete variables in situations where only limited standardization exists. Ability to interpret a variety of instructions furnished in written, oral, diagram or schedule form. Work in clean and comfortable office environments.

VI. Additional Information:

Employee will be required to respond to emergency drills. Take business calls at all times when on designated call.

VII. Additional Skills:

Computer operation, writing, speaking, reading the English language. Ability to add, subtract, multiply and divide. CPR and First Aid certifications are required.

I HAVE READ THE ABOVE JOB DESCRIPTION AND FULLY UNDERSTAND THE CONDITIONS SET FORTH THEREIN, AND AS A SENIOR RESIDENT SERVICES ADVOCATE, I WILL PERFORM THESE DUTIES TO THE BEST OF MY ABILITY.

Name _____

Date _____

Position Title: Staff Development Coordinator
Reports to: Director of Nursing
Department: Administration/Nursing
Location: Alaska
Effective Date:

I. Summary of Position:

Plan and implement facility orientation, job skills training, in-service education and a Certification Training Program (if applicable) for the nursing assistants as required by regulations.

II. Qualifications:

Must be a qualified and licensed where employed. Completion of post-secondary education or otherwise able to read, write and follow oral and written directions at a level necessary to accomplish the job. Must have one year full-time experience as a licensed nurse providing direct resident care in a long term healthcare facility in addition to one year of experience in planning, implementing, and evaluating educational programs in the field of nursing; or Two years of full time experience as a licensed nurse, at least one year of which must be in the provision of direct resident care in a nursing facility and within six (6) months of employment, and prior to teaching a certification program, the Director of Staff Development must obtain a minimum of 24 hours of continuing education in nursing courses in planning, implementing, and evaluating educational programs in nursing. Must be able to relate positively and favorably to residents and families and to work cooperatively with other employees. Basic computer knowledge and ability with an aptitude to learn company software. Able to maintain regular attendance. Must meet all local health regulations and pass post-employment physical exam if required. This requirement also includes drug screening, criminal background investigation and reference inquiry.

III. Duties & Tasks:

- Manage Training
 - Work cooperatively with the Administrator, Director of Nursing Services, and facility staff in assessing training needs and plan programs to meet these needs and regulatory requirements,
 - Write/update staff development policies, including student absenteeism, completion and pass/fail requirements, history and physical and screening for criminal history,
 - Ensure all nursing assistants hired by the facility complete a certification program,

- Prepare applications for staff development, orientation, in-service, Continuing Education and CNA Certification Training to appropriate agency as required and prepare renewal applications when applicable to appropriate agency,
 - Provide program change information to appropriate agency within time requirements. Prepare/obtain and file lesson plans for all programs taught to facility employees,
 - Maintain a current schedule of all students and outside instructors who may be in the facility doing clinical training,
 - Review all students' records for history and physical and criminal record screening.
- Orientation & Job Skills Responsibilities
 - Implement orientation program for all new employees beginning the first day of employment,
 - Confirm the validity of certificates and their good standing for all caregivers hired by contacting state nurse aide registries,
 - Ensure all nursing assistants complete hours of required training during the required time period,
 - Complete an Orientation Skills Return Demonstration checklist on all new caregivers and Care Specialists which indicates they are competent to perform all resident care tasks they will be assigned after the first 8 hours of employment,
 - Provide skill training to new staff in any deficient area noted above before allowing the nursing assistant to perform the task with a resident.
- In-Service Responsibilities
 - Implement all staff in-services addressing 12 mandatory topics annually using facility consultants where appropriate,
 - Schedule and instruct caregivers for in-service training so that caregivers receive required hours of training annually through classes which are made available at times accessible to all shifts,
 - Evaluate in-service training to develop programs that enhance caregivers' resident care skills,
 - Notify and update caregivers of Nurse Assistant Certification Section (NACS) requirements for "change of addresses", certificate renewals, fees and NSF checks, and other requirements of certification,
 - Regularly check the competency of caregivers' skill performance, positive regard for residents, and developmental needs of direct care staff, provide 1:1 instruction immediately if necessary.
- Caregiver Certification Program (when applicable)
 - Develop programs and lesson plans, obtain appropriate approval, and instruct required hours of Certified Nursing Assistant Training that enables all non-certified direct care employees to complete the program within four (4) months

- of their date of hire,
- Communicate and enforce policies on student absenteeism, failure to complete the program, testing and submission of forms, fees and other documentation,
- Check abuse registry for each caregiving applicant prior to hire,
- Ensure that the individuals complete the initial application to become certified and an employment application in order to screen for prior criminal convictions,
- Ensure that immediate supervision of all nursing assistants during clinical training hours is provided by a licensed nurse who has no other duties during clinical supervision,
- Complete a Skills Checklist for each student to verify competency in all resident care skills,
- Provide additional instruction and reevaluate skills not performed adequately,
- Administer skills competency test for all required skill areas with the evaluation to indicate pass/fail or retest requirements,
- Administer final written evaluation to all caregiving students,
- Provide a list of all nursing assistants who pass the facility CNA certification class, their applications, and checks to the test site.
- Continuing Education & Other Functions
 - Participate in hiring process as interviewer or screener,
 - Participate in Quality Assurance meetings to identify training needs,
 - Provide in-service resources for licensed staff in clinical skills development,
 - Participate as a member of the Infection Control Committee,
 - Develop training interventions to resolve problems/issues,
 - Attend and participate in educational activities, in-service training, and staff meetings,
 - Assist in orientation and training other staff,
 - Participate in Quality Improvement activities as assigned,
 - Develop positive relationship with government regulators, families, area healthcare community and the community at large on behalf of the facility,
 - Participate as a member of Safety Committee to identify training needs of staff if required by the facility,
 - Comply with, support and enforce Company policies involving all safety and infection control procedures to include the proper use of mechanical lifts, lifting materials and personal protective back supports,
 - Understand, comply with and promote all rules regarding resident rights, promote positive relationships with residents, visitors and regulators, to include

- presenting a professional appearance,
- Must adhere to Maple's Code of conduct policy, including documentation and reporting responsibilities,
- Attend and participate in educational activities, in-service training, and staff meetings; assist in orientation and training of other staff,
- Participate in Quality Assurance activities, as assigned,
- Other duties as assigned or needed,

IV. **Supervisory & Cultural Responsibilities:**

Organizing, Planning, & Decision Making: Anticipates and systematically analyzes problems and opportunities. Identifies key tasks and critical sequential steps. Analyzes reasonable alternatives and takes actions in a timely manner. Efficiently allocates and manages resources. Demonstrates sound judgment.

Enterpriser: Ability to originate, develop and improve methods. A self-starter who seizes opportunity to take constructive action without being directed to do so.

Efficiency: Demonstrates high level of contribution in accuracy, quality, completeness and volume of work. Concentrates on important aspects of task objectives.

Eminence & Customer Service: Assures that internal and external customer expectations are identified and requirements are documented. Measures performance and makes necessary improvements. Proposes ways to continually improve quality performance.

Professional Knowledge & Skills: Possesses required knowledge and skills in functional field. Demonstrates ability to effectively apply knowledge in accomplishing task objectives.

Communication: Expresses ideas clearly both verbally and in writing. Answers and asks questions skillfully. Provides information to subordinates effectively. Effective listener.

Principles & Integrity: Complies with policies, regulations and codes of conduct governing all aspects of job responsibilities. Deals with others openly and in a straightforward manner. Protects confidential/proprietary information. Takes responsibility for own actions and follows through on commitments.

Teamwork & Involvement: Involves and supports others to get the job done. Solicits and provides constructive feedback, and exchanges viewpoints openly and honestly. Shares relevant information freely and informs others on a timely basis.

Interpersonal Skills: Exercises tact, courtesy, and flexibility in relationships with others. Recognizes and deals effectively with interpersonal problems that inhibit task accomplishment. Gives and takes criticism constructively. Maintains composure under pressure.

Adaptability: Performs within established policies and procedures. Adjusts to change in new tasks and priorities. Is open-minded and tries to understand others' points of view. Seeks, accepts and acts on feedback.

Policy Sustenance: Supports and effectively carries out company policies and programs; including company objectives and human resource policies. Effects progress toward achieving the Affirmative Action goals of the company.

Leadership, Efficacy, & Inclusive Management: Achieves creativity, productivity and cooperative teamwork among employees. Effectively utilizes resources to achieve maximum efficiency of operation.

Budget & Schedule Management: Achieves desired results on schedule and within constraints of budget. Monitors and controls task progress and takes prompt remedial action when costs or schedules vary from plans.

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