



Position Description

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| Position Title: | Administrator of Havenwood Housing | | |
| Department: | Housing | Reports To: | President/CEO |
| Classification: | Exempt | Revision Date: | June 2020 |

Position Overview

Housing:

Assumes overall management as the Housing Administrator for the day-to-day operation of the Housing Department on the Havenwood Campus. Provides leadership to reporting departments; encourages resident interaction and continuity of wellbeing; advises resident councils and resident committees and facilitates purposeful homelike living through responsible involvement. Participates in corporate short and long-range planning and budget preparations.

Compliance Statement:

Complies with all company policies. Reports instances of wrong doing, illegal and unethical behavior that occur at Havenwood Heritage Heights promptly to the Vice President of Human Resources or the President/CEO.

Principle Duties and Responsibilities

Safety:

1. Must be committed to a high standard of safety and be willing and able to comply with all safety laws and Havenwood Heritage Heights' safety policies and rules. Must be willing to report safety violations and potential safety violations to the appropriate supervisory or management personnel.
2. Attends all mandatory in-services.
3. Wears all appropriate protective equipment (PPE) if and when in a situation that such equipment is warranted.
4. Uses proper body mechanics at all times.
5. Wears seatbelts when involved in all HHH related travel.
6. Complies with, supports and enforces Havenwood Heritage Heights' policies involving all safety procedures to also include the proper use of body mechanics, mechanical lifts and infection control.

Housing:

1. Responsible for the overall management of all independent living units and resident relations at the Havenwood campus.
2. Manages assigned personnel by:

- Making routine employment decision, reviewing performance, and making recommendations.
 - Assigning work, providing training, guidance and advising subordinates as necessary.
 - Resolving routine personnel problems.
3. Develops and oversees systems that provide for effective transition into and within the retirement community including resident orientation, move-in and welcoming services.
 4. Maintains resident profile data and unit occupancy statistics.
 5. Addresses resident questions and concerns, and resolves problems as appropriate or forwards concern to appropriate department directors, senior managers or the President/CEO.
 6. Carries out necessary procedures in the event of resident death, resident medical emergency, or code red.
 7. Oversees preparation of contracts, addendums and letters ensuring essential areas of documentation are complete and correct, reviews and/or prepares ancillary service agreements/contracts with vendors for contractual services.
 8. Develops, implements and revises all Housing Department documents including Resident Handbook, entrance agreements, releases, policies, procedures and other forms as necessary.
 9. Provides for effective resident communication through oral and written material; prepares and distributes as appropriate.
 10. Serves as a resource to Havenwood Resident Association and Resident Committees; meets monthly with Association and Executive Council and other Resident Committees, hosts a monthly Administrator Chat and attends Area Meetings, as requested.
 11. Connect with residents and observe status of residents for moves within the continuum of care.
 12. Develops / coordinates residential educational programs regarding emergency, safety procedures, apartment access and community services.
 13. Collaborates with Vice President of Heritage Heights Housing with maintaining current fire and disaster plans, and ensures appropriate information and training is provided to all residents.
 14. Oversees management of the Havenwood independent property, building and grounds and plans for functional and aesthetic improvements.
 15. Develops and implements apartment and common area renovation and redecorating projects in Apartment Areas and Administration Buildings. Oversees the administration of the Apartment Renovation Committee and general appearance of Retirement Community Buildings and Grounds.
 16. Prepares operational and capital budgets for the Havenwood Housing Department Annual Budget, participates in corporate budget planning and reviews monthly financial reports and implements cost reduction requirements while continuously seeking to improve efficiency.
 17. Oversees the rental of the Havenwood Guest Cottage including reservations, informational literature, furnishings and housekeeping services.
 18. Performs weekend On-Call duty as scheduled.
 19. Actively participates in the process to achieve CCAC Accreditation and provides on-going direction and oversight of housing policies and procedures to ensure continued accreditation.
 20. Promotes and maintains good work relations and communications with all levels of management, staff, residents and vendors.
 21. Attends Board of Directors and Board Planning Committee meetings.

22. Assists in the development and implementation of the Long Range Strategic Plan.

Competencies

- Housing / Residents Expertise / Technical skill
- Business Acumen
- Collaboration and teamwork skills
- Communication proficiency
- Consultation
- Discretion
- Ethical conduct
- Fiscal administration / management
- Emergency Procedures
- Integrity
- Interpersonal skills
- Leadership
- Organizational skills
- Outstanding customer service skills
- Problem Solving / Analysis
- QAPI
- Relational and Emotional Intelligence
- Resident focus / Resident Rights
- Strategic Thinking
- Time Management

Qualifications and Skills

- College graduate with Bachelor's Degree and 3 to 5 years of progressive leadership experience, preferably in a human service/elderly housing related position.
- Knowledge of landlord/tenant relations and Fair Housing Laws.
- Understanding of personnel administration; must show leadership and ability to coordinate with and delegate work to other staff.
- Skilled at communicating and working with residents, staff, families, volunteers, physicians and board members.
- Must treat all personal information regarding employees, patients, residents of Havenwood Heritage Heights as strictly confidential.
- Must gain a thorough knowledge of the organization's purpose, operation, policies, procedures and physical layout.
- Must be an objective evaluator of levels of functioning while recognizing and encouraging self-reliance in older persons.

Physical Demands

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Regularly required to use hands to finger, handle, or feel objects, tools, or controls, reach with hands and arms; and talk or hear.

Other Duties

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

Protection of HHH Assets and Resources

Havenwood Heritage Heights’ assets are to be used for your job and should be protected. Company assets are meant for business and not personal use. We all have a responsibility to protect and safeguard company assets from loss, theft, misuse, and waste.

These assets include, but are not limited to; the Havenwood Heritage Heights name, company provided credit cards, our various computers, laptops, cell phones, and ancillary equipment; software and software licenses, copy machines and other office equipment, electronic media, and technology.

You should use company assets and funds for legitimate and authorized business purposes. Company property should never be used for personal gain, and you should not allow Company property to be used for illegal activities. If you become aware of theft, misuse or waste of our assets or funds or have any questions about your proper use of them, you should feel free to speak with the Human Resources department. Misappropriation of Company assets is a breach of your duty to the Company and may be an act of fraud against the Company. Taking company property from our facilities without permission is regarded as theft and could result in the termination of your employment. In addition, carelessness or waste of Company assets may also be a breach of your duty to the Company and could result in dismissal. All Company Assets are to be delivered to the Company promptly when your employment ceases, or at any other time that the Company requests.

Signature

I have read the job description and understand all of the requirements, functions and duties of the position.

Signature: _____

Date: _____