Cherokee Elder Care

Job Title: Center Manager
Prepared: 10/21/2010, 08/24/2013, 03/21/2017, 08/06/2019
Revised: 11/18/2020
FLSA Classification: Exempt
Supervisor: Executive Program Director and/or Deputy Program Director
Other: Safety Sensitive Position

Approval: [Signature] Date: 11-18-2020

Job Summary
The Center Manager is responsible for the day-to-day operations of the center and the coordination of all care to Cherokee Elder Care participants.

Essential Job Functions
- Manages the interdisciplinary team.
- Provides oversight of the facility’s operations and systems.
- Coordinates the interdisciplinary team’s management process and insures decisions are in the best interest of patient care.
- Ensures that team meetings are properly documented and maintained in the appropriate locations.
- Communicates with appropriate state agencies and regulatory bodies regarding care plan changes and/or dis-enrollment.
- Provides and encourages team work and customer service standards.
- Provides on call coverage to troubleshoot, advise, teach, coordinate and deliver care and service to participants.
- Initiates continuous quality improvement activities to improve team performance
- Manages service delivery of the center.
- Ensures efficient and effective operations of activities, nutrition, personal care, clinical services, rehabilitation and other services of the center are within the standards and regulations of the program.
- Oversees the provision, integration and orientation of services to participants.
- Communicates proposed policy and procedure changes as they pertain to Center Management.
- Provides initial care plan overview to new program participants.
- Hires, trains, evaluates and orients new center staff.
- Coordinates in-service training to meet regulatory requirements.
- Meets regularly with direct reports to review goals, trends and performance measures to facilitate change as needed.
- Ensures that the appropriate staff, equipment and supplies are available
- Ensures all policies and procedures are followed.
- Ensures the coordination with home health, long term care and medical services in compliance with the care plan and in a cooperative effort with other staff.
• Supervises staff in accordance with organizational flow chart.
• Coordinates dis-enrollments within the OHCA, OKDHS and CEC departments to ensure smooth transition from PACE.
• Assists with staffing patterns and job descriptions of center staff.
• Coordinates service requests, appeals and grievances for participants/families and/or caregivers.
• Responsible for adhering to local, state, federal guidelines impacting PACE
• Communicate with participants, families, contracted providers and the public in regard to issues related to the routine operation of the Center.
• Responsible for being an advocate for long term care programs.
• Communicates participant changes to appropriate team members.
• Facilitates the coordination of 24 hour care delivery to participants.
• Maintains current knowledge of regulatory requirements and community resources.
• Consults with and advises staff members as to the relationship of social, emotional and cultural factors to health and medical care, and as to the availability of social services in the community.
• Maintains consistent, ongoing contact with existing and potential referral sources.
• Presents information to the interdisciplinary team during morning meetings.
• Collects and maintains necessary data in the electronic health records in order to generate reports as required by PACE model and Cherokee Elder Care.
• Maintains strict confidentiality of all participant information.
• Requires occasional use of personal vehicle for business purposes.
• All other duties assigned by Executive Program Director and/or Deputy Program Director

Core Job Functions for All Staff
• Attends and participates in staff meetings, in-services, projects and committees as assigned.
• Adheres to and supports the facilities policies, practices and procedures.
• Accepts assigned duties in a cooperative manner and performs all other related duties as assigned.
• Participates on task groups and committees, including the Quality Improvement Program

Working Conditions/Physical Demands
The working conditions and physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Working conditions and physical demands include:

• Ability to walk, sit and stand for extended periods of time.
• Ability to access all areas of the facility throughout the work day.
• Ability to hear, talk, taste and smell.
• Vision ability includes; peripheral, color, long distance, close proximity, depth perception and adjusting levels of focus.
• Ability to lift up to 50 lbs and move people/objects both short and long distances. (Staff are required to obtain assistance when attempting to lift or transfer objects over 50 lbs)
• Ability to move about with reasonable accommodation, reach turn, twist and touch.
• Requires constant hand grasp and finger dexterity; frequent sitting, standing, walking and repetitive leg and arm movements, occasional bending, reaching forward and overhead; squatting and kneeling.
• Ability to communicate verbally with an excellent comprehension of the English language.
• Work environment will fluctuate repeatedly throughout the day. Work is performed both indoors and outdoors in varying weather elements and occasionally inside of a vehicle.
• Working conditions can include exposure to odors, fumes, infections, dust, and dirt; which may be objectionable

**Knowledge, Skills and Abilities**

• Must have excellent written, oral and interpersonal skills including professional phone etiquette.
• Must have scheduling flexibility and personal integrity.
• Must have working knowledge of physical, psychosocial, behavioral and family needs of the elderly.
• Must have knowledge of service area community health, social service delivery systems and aging network.
• Must demonstrate on an ongoing basis the ability to develop and maintain good working relationships with co-workers and department heads while retaining strict confidentiality in all aspects of the position.
• Must have advanced computer skills including 10key, typing, scanning and emailing while utilizing electronic health records, Microsoft Excel, Outlook and Word.
• Must have experience utilizing office equipment including phone systems, photocopiers and fax machines.
• Must be detail and accuracy oriented and complete tasks in a timely manner.
• Must be a team player with leadership ability.
• Must attend continuing education courses as needed.

**Required Education, Licensure, Experience & Health**

**Education:**

• Must have an Associate’s Degree from a two (2) year college or technical school in Applied Science (Nursing)
• A Bachelor’s Degree in Science and Nursing (BSN) is preferred

**Licensure:**

• Current license in the State of Oklahoma as a Registered Nurse
• Current CPR certificate and first aid training.
• Current Driver’s License.
• Current Vehicle Insurance in compliance with the Cherokee Nation Motor Vehicle Usage and the CEC Transportation Policy and Procedure.
• A motor vehicle report (MVR) will be completed upon selection and then annually throughout employment. MVR must meet Cherokee Nation Risk Management driver eligibility criteria.

**Experience:**

• Must have 1 year of experience with a frail or elderly population.
• Must have 2 years’ experience utilizing medical terminology.
• Must have 2 years of home health or long term care experience.
• Must have 2 years’ experience utilizing electronic health records.

Employee Health:
• Must be cleared of all communicable diseases upon hire and subsequently throughout employment
• Must provide proof of immunizations upon hire and subsequently throughout employment

Acknowledgement:
I agree to abide by the philosophy, practices, and protocols of the PACE organization.

I have read the above Center Manager job description and fully understand the requirements set forth therein. I meet all the requirements of this position, and I can perform all essential functions of the job. I agree to abide by the requirements set forth in this document.

I understand the contents of this job description are presented as a matter of information only and as to Cherokee Elder Care’s expectations for this position. This job description is not intended to give rise to contractual rights or obligations, or to be construed as a guarantee of employment for any specific period of time or for any specific type of work.

Furthermore, Cherokee Elder Care reserves the right to interpret, amend, modify or cancel, terminate or withdraw any or all sections or provisions of this job description at any time with or without notice.

______________________________  ______________________
Employee Signature           Date

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HR Manager or other CEC representative  Date