

FRANCISCAN SHORE
JOB DESCRIPTION
Executive Director

Job Title:	Executive Director	FLSA Status:	Exempt
Department:	Administration	Reports To:	Franciscan Shore Board of Directors
Prepared By:	Kalie Crayton, Interim ED	Approved:	2/19/2025
		Revision Date:	

The Franciscan Shore Board of Directors reports to the Corporate Ministry of the Sisters of Saint Francis of Assisi who are the sponsors.

SUMMARY: The Executive Director shall supervise the daily operation of Franciscan Shore (RCAC & CBRF), including but not limited to, resident care and services, personnel, finances, and physical plant. The administrator shall provide the supervision necessary to ensure that the residents receive proper care and treatment, that their health and safety are protected and promoted and that their rights are respected.

Education/Experience:

- 4-5 years of Assisted Living and Memory care experience preferred.

One of the following is required:

- A bachelor's degree in a field other than in health care from an accredited college and have successfully completed an assisted living administrator's training course approved by the department or the department's designee; or
- At least 2 years' experience working in a health care related field having direct contact with one or more of the client groups identified under s. DHS 83.02 (16) and have successfully completed an assisted living administrator's training course approved by the department or the department's designee; or
- A valid nursing home administrator's license issued by the department of safety and professional services.

Skills/Abilities/Knowledge:

- Must be at least 21 years of age and exhibit the capacity to respond to the needs of the residents and manage the complexity of the community.
- Must have a strong knowledge of Wisconsin RCAC and CBRF rules and regulations.
- Must possess strong Leadership skills.
- Must be highly professional; attire appropriate to the position, excellent customer service skills, honest, cooperative, dependable, exhibit a warm, cheerful, caring manner and desire to work with and serve older adults.
- Knowledge of faith-based organizations a plus
- Proficient in Microsoft Office 365 suite (Excel, Word, Outlook, Teams)

- Must be detail oriented with strong organizational skills and demonstrated ability to create and manage multiple projects and timelines.
- Self-motivated with the ability to work collaboratively with the team as well as independently, with the confidence to make independent decisions as appropriate.
- Excellent written and verbal communication skills and ability to convey information to various levels of staff and management in various formats and give and receive feedback in a professional manner.
- Must have the ability to adapt to changing organizational needs, work flexible hours to meet the scheduling requirements and be “on-call” to handle problems that may arise outside of regular work hours.
- Have a strong commitment to ongoing education.
- Must be adaptable and flexible in dealing with a variety of people, being attentive to their emotions and frustrations, and possess the ability to handle difficult situations, including conflict resolution.

Essential Duties and Responsibilities: To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skills, and/or abilities that are required. Reasonable accommodation may be made to enable individuals with disabilities to perform the essential functions.

1. Mission and Values

- Educates and demonstrates the Franciscan Values and Mission throughout Franciscan Shore:
- Keeps abreast of information pertaining to the Sponsor’s (Congregation’s) mission, goals, and values.
- Fosters and deepens the understanding of the OSF Franciscan values with the Supervisors and residents.

2. Strategic Planning

- In collaboration with other key departmental leaders and the Board of Directors, creates a strategic plan for Franciscan Shore.
- Evaluates all aspects of the organizations’ current core business and future strategic plans.
- Develops and manages short-term and long-term goals, assuring that the day-to-day operations of the facility keep Franciscan Shore on track for its goals and mission.
- Prepares the annual budget in collaboration with the OSF’s CFO and presents it to the Board of Directors for review and recommendation to the Sponsor’s for approval.
- In collaboration with OSF’s CFO, provides financial management by doing the following:
 - Operates the facility within established budgets and allocates resources to carry out programs and activities of the facility.
 - Keeps abreast of the economic conditions/situations and adjusting as necessary to ensure continued ability to provide quality care.
 - Ensures that census meets budgeted targets.
- Attends and participates in board meetings, sub-committees and management meetings; understands and supports the overall strategic plan.
 - Prepares written materials and articulates goals and outcomes.
 - Makes written and oral reports/recommendations to the Board of Directors concerning the operation of the facility.

- Presents emergent, urgent, positioning, and operational issues to the management team, leads the discussion, articulates the intended results and seeks team alignment in decision making. This information is also presented to the Board of Directors and Sponsors for their input.

3. Transformational Leadership and Learning

- Seeks, shares, and practices transformational learning and leadership; Evaluates employee and/or volunteer performance with commitment to established merit system utilizing written performance details and a collaborative employee involvement/feedback process.
- Participates in hands-on coaching, active listening, and in providing growth opportunities for employees that result in the overall success of the organization.
- Ensures that staff are trained, have the necessary resources to perform the job, that they have meaningful work to maximize job satisfaction, and that they are valued.
- Is an active member of the management team, contributing to the overall health of the organization.
- Provides a Leadership presence at special facility and resident events.
- Conveys and communicates timely departmental or operational issues and commits to participate with colleagues to report back/resolve.

4. Assisted Living Administration

- Operates the facility in compliance with local, state, and federal statutes and requirements.
- Ensures resident care interventions meet the personal, physical, and cognitive needs of each resident maximizing his/herself care capacities, identity, independence, choice, and opportunity for social interaction.
- Ensures medical direction of facility and appropriate medical, therapeutic, diagnostic, and rehabilitative services for each resident.
- Promotes a resident focus by maintaining relationships, seeking feedback, and improving customer service.
- Evaluates resident care, resident satisfaction, and departmental operations.
- Takes a lead role in ongoing quality improvement initiatives.
- Establishes, implements and updates facility policies and procedures pertaining to facility operations and all aspects of resident care.
- Works with the Communications Director and Graphic Designer to develop a marketing plan for census goal achievement.
- Receives and ensures resolution of resident concerns and grievances.
- Ensures that staff are certified, licensed or registered in accordance with applicable state laws.
- Provides oversight and management of contractual services and maintains a system to document agreements for services furnished by outside sources.
- Participates in state survey inspections, reviews survey findings and develops a plan of correction for deficiencies noted.
- Makes routine inspections of the facility to assure that established policies and procedures are being implemented and followed. Maintains positive community and public relations.

- Conducts monthly meetings with Staff and Residents to keep them informed of Franciscan Shore Updates.
- Works with the Sister Coordinators as needed on various topics to address the Sisters' needs of the day as it relates to "family" issues.
- Works with contractors in collaboration with the Facilities Director on related projects for Franciscan Shore.
- Works with Insurance Carriers on contractor renewal and review in collaboration with CFO.
- In collaboration with the Activities Director, creates a dynamic program that meets the "Seven Dimensions of Wellness."
- Ensures that clinical records are produced, maintained and confidential information safeguarded for each resident in compliance with all state and federal laws and requirements.
- Upholds the integrity of confidential, proprietary business, financial or other information concerning residents, employees, consultants, prospects and operations, including compliance with the Health Insurance Portability and Accountability Act (HIPAA) as well as corporate and departmental standards.
- Ensures that all residents/client rights are always maintained. Investigates and reports to the state cases of abuse, neglect, or misappropriation.
- Maintains an adequate liaison with residents and families/designated representatives and the OSF coordinators who act as the Sisters' family.

5. Safety and Environment

- Provides and maintains a safe, functional, and comfortable environment for residents, employees and the public.
- Ensures that the Facility maintains a Quality Assessment and Assurance Committee and written plans and procedures to meet emergencies and disasters.
- Ensures that the Facility is in compliance with environmental and safety regulations including any safety related training for employees.
- In collaboration with the HR Director, ensures appropriate investigation of employee incidents and monitors workers' compensation claims.

6. Interacts with vendors of outsourced services (e.g., Community Care)

- In collaboration with the CFO, participates in contract negotiations.
- Facilitates interaction of vendor services with Franciscan Shore departments.

**This list of duties and responsibilities is not all inclusive and may be expanded to include other duties and responsibilities as the Board of Directors deems necessary.

DIRECT REPORTS (Subject to change): Director of Nursing, Dietary Manager, Beautician, Transportation Coordinator, Activities Director. The following have a dual reporting structure and report to the Franciscan Shore Executive Director in addition to the Sponsors: HR Director, CFO, Facilities Director, IT Manager, Housekeeping Supervisor,

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. Reasonable accommodation may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is regularly required to talk, hear, sit, and use hands to finger, handle and feel objects, tools, and controls. The employee is occasionally required to stand, walk, lift, and reach with hands and arms. Vision requirements include close vision, distance vision, color vision, peripheral vision, depth perception, and ability to adjust focus.

WORK ENVIRONMENT

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodation may be made to enable individuals with disabilities to perform the essential functions.

- A quiet noise level is to be expected in this work environment.
- Tools and Equipment Used: Computer, phone, and copier.

The above statements reflect the general details necessary to describe the principal functions of the occupation described and shall not be construed as a detailed description of all the work requirements that may be inherent in the occupation.

Employee Acknowledgment _____ Date _____