



Job Description

Position Summary: The Director of Resident Experience is the face of Ave Maria Senior Living. The Director is responsible for ensuring that residents are safe, healthy and happy, The Director of Resident Experience ensures a high level of care in a happy, home-like environment.

Accountable to: Assisted Living Administrator

Essential Functions of the Director of Resident Experience:

- Is the on-property liaison between the Assisted Living Director and the staff and residents. Assists the Assisted Living Director with the day-to-day operations of the assisted living, memory care and residential care facilities. Makes initial decisions in to ensure a smooth, high quality and professional operation.
- Ensures that all services are provided in a manner that respects each resident's physical, emotional and spiritual well-being and in accordance with the resident's assessment.
- Serves as the primary liaison for the senior living facility with residents, their families and the general public.
- Assists the Assisted Living Administrator in recruiting and hiring qualified staff as needed to meet service and scheduling requirements and is a liaison with the Assisted procedures.
- Builds positive employee relations by applying company policies in a fair and consistent manner. Refers any employment issues to the Assisted Living Administrator for resolution.
- Markets the facility in various ways including building relationships with skilled nursing facilities, hospitals and rehabilitation facilities. Provides tours to prospective residents and their families. Participates in community functions, and networking with local groups to generate awareness of our senior living community with the goal of 100% occupancy.
- Works with the company bookkeeper to approve all invoices for payment.
- Works with the Assisted Living Administrator, Chief Financial Officer, and the company bookkeeper in developing policies and procedures and evaluating the budget.
- Works collaboratively with the Ave Maria's administrative team including the facilities manager, nursing and activities staffs.

Position Qualifications

EDUCATION

A Bachelor's Degree in business, marketing, public health or similar area is highly desired.

EXPERIENCE

Must have a minimum two years' experience in working in a responsible customer service position preferably with a senior population.

SKILLS

Must be a goal oriented and self-motivated individual who can demonstrate accountability, initiative, creativity and focus in a rapidly changing and intellectually stimulating environment.

Demonstrate ability to multitask and manage the time and workload of the position.

Demonstrate strong interpersonal skills and the ability to collaborate, build relationships, and achieve results within a population that may possess competing interests, opinions, and /or expectations.

Excellent written, verbal and public speaking skills

Must function independently, have flexibility, personal integrity, and the ability to work effectively with residents, personnel, and support agencies.

Must be able to relate and work with ill, disabled, elderly, emotionally upset, and at times hostile people within the facility.

Bilingual (English/Spanish) strongly preferred.