

## Company Name

**Position:** Administrator / Alternate Administrator

**Reports to:** Board of Directors / Owners / Officers

**Revised:**

**Job Summary:** Act as liaison between the Owners/Officers, the staff and the community. Responsible for the daily operations and quality of the personal assistance agency. Maintain a leadership role for the planning and achievement of objectives that are consistent with the company, business and financial goals.

### **Qualifications/Educational Requirements:**

1. The administrator and the alternate administrator must be at least 21 years of age, have at least one year of managerial or supervisory experience.
2. The administrator and the alternate administrator must possess the following skills:
  - Excellent oral and written communication and presentation skills.
  - Professional demeanor and appearance.
  - Proficient skills to promote excellent client relations and customer skills.
  - People management skills and the ability to network and manage a team.
  - Excellent organizational and time management skills.

**Responsibilities/essential functions:** The person in this position must be able to perform the following essential job functions with or without reasonable accommodations.

1. Develop company and organizational goals.
2. Remain informed and educated about personal assistance regulations and standards as well as management issues. \*
3. Promote interdepartmental cooperation and communication, which may result in mediation of faculty/staff disputes.
4. Develop employee excellence through recruitment, retention, training, motivation and reward.
5. Establish performance goals with supervisors and evaluate their performance.
6. Participate in strategic, short-range, and long-range planning for educational, client care, research, revenue, and public relations programs. \*
7. Manage, control, coordinate, and supervise the fiscal activities of the agency, including funding development, budget negotiations, generation of client care revenue, and contract preparation, negotiation, and approval. \*
8. Coordinates special department activities, including conferences, workshops, and other functions.
9. Monitor the record system and statistical reporting system for proper documentation, planning and evaluation.
10. Develop policies focused on client care in collaboration with the staff and the owners/officers
11. Develop employee excellence through recruitment, retention, training, motivation and reward. \*
12. Oversee care delivery and client outcomes to ensure that care meets the clients' needs. \*
13. Monitor and take reasonable steps to ensure:
  - a. Client rights are exercised. \*
  - b. Compliance with applicable Federal, State and Local laws and professional standards are maintained.\*
  - c. Compliance with established polices and procedures.\*
  - d. Compliance with the client's plan of care.\*
14. Ensure that the numbers and qualifications of personnel available to provide and supervise services are sufficient to implement the plans of care and treatment to meet the medical, nursing and rehabilitative needs of the clients.\*
15. Assure accuracy of public information material and activities. \*
16. Implement performance improvement priorities.
17. Complete a minimum of six (6) clock hours per year of continuing education in subjects related to the duties of the administrator and must include at least two of the following topics. \*
  - (1) marketing;
  - (2) development and interpretation of agency policies;
  - (3) basic principles of management in a licensed health-related setting;

- (4) ethics;
- (5) quality improvement;
- (6) risk assessment and management;
- (7) financial management;
- (8) skills for working with clients, families, and other professional service providers, and/or
- (9) community resources.

**WORK ENVIRONMENT AND PHYSICAL REQUIREMENTS**

**The work environment and physical demands described here are representative of those required by an employee to perform to the essential functions of this job with or without reasonable accommodations.**

**Physical Elements**

- Sufficient clarity of speech and hearing or other communication capabilities, with or without reasonable accommodation, to enable the employee to communicate effectively;
- Sufficient vision or other powers of observation, with or without reasonable accommodation, to enable the employee to review a wide variety of materials in electronic or hard copy form;
- Sufficient manual dexterity, with or without reasonable accommodation, to enable the employee to operate a personal computer, telephone, and other related equipment;
- Sufficient personal mobility and physical reflexes, with or without reasonable accommodation, to enable the employee to safely lift, move, or maneuver whatever may be necessary to successfully perform the duties of their position;
- Sufficient personal mobility and physical reflexes, with or without reasonable accommodation, to enable the employee to efficiently function in a general office environment; and
- Sufficient personal mobility and physical reflexes, with or without reasonable accommodation, to enable the employee to efficiently function in a general office environment, with frequent travel to a variety of field sites.

**Environmental Elements**

Employee works in an office environment with moderate noise levels, controlled temperature conditions and no direct exposure to hazardous physical substances. Employees may interact with upset staff and/or public and private representatives in interpreting and enforcing departmental policies and procedures.

The above list reflects the essential functions and other job functions considered necessary of the job identified, and shall not be construed as a detailed description of all work requirements that may be inherent in the job, or assigned by supervisory personnel. This job description is used as a guide only and not inclusive of responsibilities and job duties.

By my signature, I acknowledge that I have read and understand this job description and its requirement and that I am expected to complete all duties as assigned. I understand the job functions may be altered from time to time.

Employee Print: \_\_\_\_\_ Date: \_\_\_\_\_

Employee Signature: \_\_\_\_\_ Date: \_\_\_\_\_

Owner/Officer Signature: \_\_\_\_\_ Date: \_\_\_\_\_