



Health Services Manager - West

Sorrell is pleased to partner with Amazing Place in its search for a new Health Services Manager for its West Houston facility, located in Katy, Texas. Amazing Place is a Houston nonprofit dedicated to its mission: *Empowering families facing the challenges of dementia and Alzheimer's & advancing brain health for all*. Amazing Place's Day Program, located inside its state-of-the-art wellness center, offers participants with mild to moderate dementia a place to thrive, where they are provided the best in health, family, and culinary services in addition to an evidence-based, meticulously planned curriculum. Alongside the Day Program, Amazing Place provides adults living with dementia, their families, and caregivers, as well as health professionals, congregations and the community-at-large with access to a full range of Family Caregiver Support programming (English and Spanish) and Brain Health Education initiatives. Over the last 29 years, Amazing Place has become a symbol of hope for so many whose lives have been disrupted by dementia. It has responded to the escalating diagnoses in the community and its family caregivers to enhance its mission to serve, support, and educate all in need.

History

In 1996, a Houston pastor recognized the growing impact of memory loss facing his congregants. Those with dementia needed a safe place for socialization and stimulation, and their caregivers needed support and respite. In response to this need, he established The Seniors' Place in two church classrooms, with three staff members and three participants. Today, Amazing Place serves more than 6,800 people through its Day Program for adults with mild-moderate dementia and its dynamic Family Caregiver Support and Brain Health Education initiatives.

Currently there are 16 local congregations that form a collaborative Board of Directors, along with five At-Large members to govern and guide the organization. With the expected opening the West Houston facility this Spring, the organization also has established a West Council of Congregations comprised of 13 additional congregations. Amazing Place also has additional leadership support through its Advisory Council consisting of health professionals and other community leaders.

Amazing Place's goal is to be the leading provider of dementia education and support services to create confident caregivers allowing those diagnosed to age in place as long as possible. Please see www.amazingplacehouston.org for more information.

Summary of the Position

As a member of the Interdisciplinary Day Program Team, the West Health Services Manager will ensure that Amazing Place offers exceptional nursing care and wellness education for Participants and Families. The Health Services Manager will be a strong, inspiring communicator who will assist Participants and Families on wellness issues from their assessment visit through their departure from our program. This is a full-time, exempt position reporting to the West Day Program Director.

Essential Duties and Responsibilities

The Amazing Place West Health Services Manager will perform the following essential duties:

- Ensure that all nursing requirements, as outlined in the State of Texas Health & Human Services Adult Day Care Requirements (DAHS), are successfully met.
- Offer health education program for Participants, Families, and Staff.
- Specific responsibilities include ensuring these particular tasks are completed:
 - Complete initial and annual Nursing assessments and record in EMR.
 - Maintain medical charts and electronic records for all Participants, ensuring they are state compliant.
 - Create and update Participant Care Plans following an Integration Period, annually, and as needed.
 - Ensure all physical evaluations and TB tests are recorded properly.
 - Assess and record weight and blood pressure of Participants monthly, entering nursing notes as needed.
 - Observe changes in Participants and notify Caregiver/Family/Physician (if appropriate) of status changes. Report on any changes to the Day Program Team.
 - Manage emergency medical situations that arise, including illness or injury, calling 911 if necessary. Contact physician and Family Members to keep them abreast of the situation. Make sure to keep the Executive Director and Day Program Team informed about the situation.
 - In non-emergency medical situations, consult with the Interdisciplinary Day Program Team to determine the best approach.
 - Administer all medications according to doctors' orders and document; ensure that medications are handled according to state regulations.
 - Adhere to the toileting program for individual Participants as needed, and ensure the program is carried out by appropriate Staff.
 - Ensure Program Nurses are informed about proper procedures and receive any information they need to care for Participants and their Families.
 - Monitor dietary needs and advise Culinary Manager of special dietary needs of Participants.
 - Supervise meals and refreshments for Participants, monitoring for changes in health status.
 - Develop and generate computerized nursing reports related to Participants as needed.
 - Develop and/or participate in new Health Services programs (e.g., Health Clinics, Blood Drives, etc.) for Participants, Families, and Staff.
 - Participate in daily Program Team "Stand-Up" meetings and Day Program Team meetings, as needed.
 - Supervise students (nursing or otherwise) who volunteer on-site as part of a geriatric rotation through a variety of educational institutions.
 - Re-assess any participant after a prolonged absence, illness or fall.
 - Check blood glucose levels as needed.
 - Document occurrences and/or incidents out of the norm.
 - Restock supplies on-hand.
 - Coordinate Cintas (AED) – monitor dates, battery status, and expiration dates.
 - Maintain Clinic cleanliness.
 - Develop new and update existing forms, as needed.
 - Other related responsibilities, as needed.

Qualitative Dimensions of the Position:

Leadership

- Must have the ability to accommodate others' needs and demonstrate flexibility
- Must have the ability to multitask and remain composed even when under high stress
- Must have the ability to maintain a positive and optimistic outlook
- Must be team-oriented and flexible to act as a leader or follower
- Exhibit confidence in self and others
- Inspire and motivate others to perform well
- Effectively influence the actions and opinions of others
- Inspire respect and trust
- Accept feedback from others
- Provide vision and inspiration to peers and subordinates
- Give appropriate recognition to others
- Can coach others
- Display passion and optimism
- Mobilize others to fulfill the vision

Communication

- Persuasive and confident in oral and written communication
- Can listen and empathize with Team Members, Participants, and Caregivers
- Demonstrate effective communication skills and build relationships between Participants, Caregivers, Volunteers, and Nursing/Program Staff

Problem Solving

- Identify and resolve problems in a timely manner
- Gather and analyze information skillfully
- Develop alternative solutions
- Work well in group problem-solving situations
- Use reason even when dealing with emotional topics

Quality

- Can easily use the more difficult features of Microsoft Office or be willing to accept training
- Look for ways to improve and promote quality
- Demonstrate accuracy and thoroughness

Judgment

- Have a demonstrated ability to accept accountability for decisions and actions
- Consider safety and the consequences of actions
- Display willingness to make decisions
- Exhibit sound and accurate judgment
- Support and explains the reasoning for decisions
- Include appropriate people in decision-making process
- Make timely decisions

Managing People

- Take responsibility for volunteers' activities
- Make oneself available to Staff

- Provide regular performance feedback
- Foster quality focus in others
- Improve processes, products, and services
- Continually work to improve supervisory skills

Interpersonal

- Focus on solving the conflict, not blaming
- Maintain confidentiality
- Listen to others without interrupting
- Keep emotions under control
- Remain open to others' ideas and tries new things
- Ability to maintain a positive and optimistic outlook.

Delegation

- Delegate work assignments
- Match the responsibility to the person
- Give authority to work independently
- Set expectations and monitors delegated activities
- Provide recognition for results

Technical Skills

- Assess one's own strengths and weaknesses
- Pursue training and development opportunities
- Strive to continuously build knowledge and skills
- Share expertise with others

Education Requirements

- BSN (Bachelor of Science Nursing) and related work experience in the geriatric field.

Certificates, Licenses, and Registrations Required

- Must be a Registered Nurse, licensed in the State of Texas.

Special Knowledge, Skills and Abilities Required

Has knowledge of the needs of older adults with cognitive impairment. Understands the concept of being a team player in a work environment where employees consistently come together for the greater good. Has a passion for older adults and addressing their special needs. Recognizes that the unpredictable nature of working with persons with dementia could occasionally involve contributing more than your share of the workload to achieve a departmental or participant-specific outcome. Maintains a cheerful communication style, demonstrating the necessary patience to work well with persons who have mild to moderate dementia.

Supervisory Responsibility

The West Health Services Manager shall carry out supervisory responsibilities in accordance with organizational policies and applicable laws. They shall directly supervise Health Services Program Nurses. Their supervisory responsibilities shall include recruiting, training employees, planning, assigning, and directing their work, appraising performance, rewarding, and coaching employees, addressing complaints, and resolving conflicts. In addition, they shall assist in the employee discipline, coaching, and performance management process.

Competency

Our mission is Empowering Families Facing the Challenges of Dementia and Alzheimer's. Consequently, we feel that to fulfill this mission, we must strive to hire employees who possess the following qualities. A successful candidate must be:

- Respectful
- A Team Player
- Flexible
- Trustworthy
- Empathetic
- Considerate

In addition, an individual should demonstrate the following competencies:

Adaptability - Adapts to changes in the work environment; Manages competing demands; Changes approach or method to best fit the situation; Able to deal with frequent change, delays, or unexpected events.

Attendance/Punctuality - Is consistently at work and on time; Ensures work responsibilities are covered when absent; Arrives at meetings and appointments on time.

Dependability - Follows instructions, responds to management direction; Takes responsibility for own actions; Keeps commitments; Commits to long hours of work when necessary to reach goals; Completes tasks on time or notifies appropriate person with an alternate plan.

Judgment - Displays willingness to make decisions; Exhibits sound and accurate judgment; Supports and explains reasoning for decisions; Includes appropriate people in decision-making process; Makes timely decisions.

Professionalism - Approaches others in a tactful manner; Reacts well under pressure; Treats others with respect and consideration regardless of their status or position; Accepts responsibility for own actions; Follows through on commitments.

Quality - Demonstrates accuracy and thoroughness; Looks for ways to improve and promote quality; Applies feedback to improve performance; Monitors own work to ensure quality.

Quantity - Meets productivity standards; Completes work in timely manner; Strives to increase productivity; Works quickly.

Work Environment

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. The noise level in the work environment is usually moderate.

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

The employee must occasionally lift and/or move up to 10 pounds. Specific vision abilities required by this job include Close vision. While performing the duties of this Job, the employee is regularly required to reach with hands and arms and talk or hear. The employee is regularly required to stand; walk and sit.

Compensation

Compensation is competitive and commensurate with experience. Attractive benefits package.

Application and Referral Process

Applicant review is currently underway and will continue until the candidate has been selected. To nominate or be considered for this position, please contact Priscilla Plumb at priscilla@sorrellco.com /281.224.0881 or Stacie Gaff at stacie@sorrellco.com /832.594.1925. All inquiries will be held in confidence.

About Sorrell

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