

ROBERT SMITH

Sr. Care Director

info@qwikresume.com | <https://Qwikresume.com>

Highly trained Registered Nurse, Nurse Manager, and Resident Care Director with strong abilities and a successful career. Proactive and organized with passionate commitment to patient care. Licensed in Massachusetts with expertise in Assisted Living, geriatrics and psychology.

NOVEMBER 2011 - PRESENT

SR. CARE DIRECTOR - ABC CORPORATION

- Supervision and oversight of wellness department staff including training and assigning overall duties in accordance with the residents needs, state regulations, and company policies and procedures.
- Monthly quality assurance and improvement meetings to audit for state and company compliance and identify areas for growth.
- Collaboratively worked with the executive director to develop a time study based on billable levels of care versus staffing levels and presented to the regional level to requisition for increased staffing.
- Coordinate care with residents, families, physicians, hospice, pharmacies, local hospitals, rehabilitation facilities, private care agencies, and geriatric psychiatry units.
- Collaborate with the management team to facilitate new resident admissions, increase occupancy, scheduled resident and staff enrichment activities, budget meetings, and coordinate coverage for evening and weekend managerial responsibilities.
- Participation in daily stand-up meetings, weekly team conference calls, and monthly resident care director meetings.
- Knowledge of principles for providing excellent customer and personal services to residents, families, and visitors.

NOVEMBER 2010 - NOVEMBER 2011

EMERITUS - ABC CORPORATION

- Manage the operation of the wellness department, to include maintaining excellent services, high occupancy, and accountability for meeting community financial goals.
- Supervision and oversight of wellness department staff including training and assigning overall duties in accordance with the residents needs, state regulations, and company policies and procedures.
- Monthly quality assurance and improvement meetings to audit for state and company compliance and identify areas for growth.
- Develop, implement, and review specialized care plans for a facility with over 100 memory care and assisted living residents according to guidelines and

changes in health status.

- Collaboratively worked with the executive director to develop a time study based on billable levels of care versus staffing levels and presented to the regional level to requisition for increased staffing.
- Train and manage a team of 4 nurses and 25 ancillary staff members including performance evaluations and disciplinary actions.
- Increased staff compliance with ongoing state-mandated in-services and education to lead the region at 100% for the month of July 2012.

EDUCATION

Associates Of Science in Nursing - May 2010(Middlesex Community College - Lowell, MA)

SKILLS

Customer Service, Medicare/Managed Care, Microsoft Office, EMR