



## **ASSISTANT HOUSE MANAGER**

Every day in the United States, 10,000 people turn 65. This growing group of retirees has higher service expectations than any previous generation and wants customized experiences. Senior Home Companions (SHC) meets these need directly with our unique blend of personalized support ([www.shcindiana.com](http://www.shcindiana.com)). SHC has served older adults in Indianapolis for more than two decades.

Story Cottage was developed by SHC to meet the needs of older adults with memory loss who find that staying in their own home is no longer an option. The Assistant House Manager/Shift Supervisor will be responsible for assisting with the oversight of the Story Cottage residences as they are developed by the company (<http://www.storycottageliving.com/>).

### **JOB SUMMARY:**

The Story Cottage Assistant House Manager will oversee all functions associated with Story Cottage. This will include helping to provide case management and support for families, leading the caregivers and external vendors. The Assistant House Manager will cooperate with the marketing efforts by facilitating onsite tours and will coordinate with outside medical help hired directly by the residents. Additionally, the Assistant House Manager will assist the House Manager with the oversight of the Story Cottage budget to ensure financial goals are achieved.

### **SKILLS:**

The Story Cottage House Assistant Manager must be a self-starter with excellent organizational and problem solving abilities. Outstanding interpersonal communication and follow up skills. Must have experience in Dementia/Memory Care and redirecting residents, when needed. Strong computer skills are helpful and an entrepreneurial spirit. The ideal candidate will be a strong leader who motivates the staff and has a passion for creating a spirit of hospitality.

### **ESSENTIAL JOB FUNCTIONS:**

- **Must be available to work a rotating evening and weekend schedule**
- Be the “Champion” of the Story Cottage and own “Superlative Service”
- Meet with potential residents to get them signed up to move into a Story Cottage
- Be present for new resident move-in’s and ensure a smooth transition for each family
- Support other external Marketing efforts and presentations

- Work with current residents to resolve concerns and provide case management support
- Develop and oversee the staff at the SC including hiring, firing, and schedule coordination with support from others on the SHC team
- Facilitate staff training
- Work with the staff to ensure meals are planned and prepared in way that maximizes nutrition
- Plan activity calendars for residents and arrange special events
- Coach and mentor the team to help improve knowledge and/or skills
- Handle caregiver coaching for Story Cottage
- Coordinate the purchasing of house supplies to make sure they are available when needed
- Oversee the outside vendors and services for Story Cottages
- Coordinate with Medical services contracted by the residents
- Oversee the community's budgets to ensure meeting revenue and occupancy goals
- Foster an environment where residents are thriving by planning, carrying out and evaluating services based on the needs, interests, and choices of the residents
- Live out SHC's values of Integrity, Compassion and Effectiveness

#### **EXPERIENCE:**

- Proven track record of success in senior housing or a healthcare setting as a caregiver
- Previous experience working with dementia/memory care clients
- Credentialed as HHA/CNA or higher
- 5+ years experience in elder care industry
- 5+ years supervisory experience overseeing staff and processes
- Exceptional communication skills, adapting to the needs of the ever-changing audience (associates, clients, families, community)
- Proven consultative skills to provide information, advice and guidance to clients and their families
- Superior knowledge and understanding of development factors specific to adult and geriatric clients
- Sincere desire to take the reins and have ownership, sees things through to completion, tenacious, has an intrinsic need to do well, enthusiastically does what is necessary to get it done
- Efficiently skilled in tackling administrative and client-oriented tasks in a fast-paced working environment
- Shows effective problem solving and conflict management skills
- Handles sensitive and/or difficult issues with grace and confidence
- Remains clear-headed and focused and inspires others to do the same