

# Orchard House Medical Adult Day Care

## Executive Director Position Description

October 2011

Job Title: Executive Director

Reports To: Board of Directors

Status: Exempt

### Broad Function:

Orchard House Medical Adult Day Care (“Orchard House”) is a private, non-profit 501(c)(3) organization dedicated to keeping area seniors living in the community as independently as possible for as long as possible. Orchard House offers adult day care, including programs of health monitoring and structured activities designed to meet the individual needs of clients, their families and caregivers.

The Executive Director is a full-time, exempt employee appointed by the Board of Directors. The Executive Director oversees all aspects of the center’s day-to-day operation in accordance with current federal/state/local laws, regulations/standards, and consistent with Orchard House’s policies and guidelines. This involves overseeing all financial, legal, fundraising, planning, marketing, clinical care, programming, client supervision and staffing functions. The Executive Director reports to the Board of Directors.

### Essential Duties and Responsibilities:

- Oversee all operational functions to assure efficiency, quality client care and high levels of customer satisfaction consistent with a long-range strategic plan. Functions include finance, fund development and administration; nursing, health care and recreation; marketing and sales; food service; and transportation and maintenance. (Note: customers include clients, families, caregivers, professional referral sources, funders and the general public).
- Develop and oversee an annual budget; develop and implement financial policies/practices; establish and monitor accounting systems and cost controls; meet net operating income goals; and make monthly reports to the Finance Committee and Board of Directors.
- Oversee human resource functions, including employee compensation and benefits; staff recruiting, training and development; and staff supervision, performance evaluation and record keeping.
- Build a high performing team of Department Heads and employees and maintain a positive work environment.

## Executive Director Position Description, October 2011

- Maintain maximum client census by developing and implementing a strategic marketing plan that includes the creation of a marketing-based organization, where every department head, employee, board member and volunteer has a role; maintain an aggressive community outreach program; develop and implement an integrated promotional campaign; oversee event planning; and attend to staff training and support.
- Assure client satisfaction and comfort through management of staff and facilities. Provide leadership to the clinical, transportation, food service and administrative teams that emphasizes the customer-centered focus of Orchard House. Manage a proactive client relations program and assure family involvement. Develop and implement programs to meet customer needs.
- Ensure compliance with federal, state, local and grantor laws and regulations. Assure compliance with applicable laws, regulations and standards. Oversee compliance with peer review standards and adult day care certification requirements. Take an active part in adult day care associations and peer groups. Conduct periodic quality assurance reviews of all departments.
- Lead fundraising and development activities, overseeing development staff and work closely with the Board Development Committee. Develop and implement a program to solicit charitable grants. Support fundraising events and engage in the cultivation of individual and institutional donors.
- May perform other duties as assigned by the Board of Directors.

### Immediate Challenges

Current priorities and challenges include: develop and implement a short-range strategy for fiscal solvency and a long-term strategic plan; strengthen financial policies and procedures, including controls that assure adherence to the annual operating budget; develop a marketing plan to maximize client census; create and implement appealing, customer-focused programs and services; develop and implement a comprehensive outreach and fund development strategy; undertake staff development; update operating policies and procedures; and streamline the use of technology to support program and administrative functions.

### Desired Qualifications:

- Undergraduate degree plus at least 8 years of demonstrated management experience in the adult day care, senior living, health care or nonprofit industry. Gerontology, social work, nursing, or medical degree a plus.
- Experience administering programs within a federal and/or state regulatory environment and an aptitude for creative leadership within that regulatory framework.
- Excellent written, relational, supervisory, facilitation and communication skills.

# Orchard House Medical Adult Day Care

3

Executive Director Position Description, October 2011

- Demonstrated financial management and fund development experience, as well as the ability to achieve measureable fiscal and programmatic results.
- Experience in marketing, sales, or fund development.
- Demonstrated success in hiring and supporting a qualified, positive, and customer-focused workforce.
- Experience cultivating and leading volunteers.
- Experience working with a Board of Directors.

## Personal:

- Ability to work effectively both within a team and independently.
- A collaborative work style.
- Ability to prioritize and manage effectively and strategically.
- Must be a creative, forward thinking and innovative agent of change, with outstanding communication skills.
- Computer literate and able to implement new technologies.
- Must have a commitment to Orchard House's mission and be dedicated to supporting its customers.

The above is intended to describe the general content of and requirements for the performance of this job. It is not to be construed as an exhaustive statement of the essential functions, responsibilities or requirements of this job.

For more information, visit: [www.theorchardhouse.org](http://www.theorchardhouse.org)

## Direct all inquiries to:

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Applications must be received by October 31, 2011.

\* Email applications preferred.