

ELEMENT CARE

TITLE: Center Manager
JOB FUNCTION: Operations

CREATED: 4-22-25
FLSA STATUS: Exempt

GENERAL SUMMARY:

The Center Manager manages the activities of the center which includes the daily operations, quality management, service delivery and cost containment. Position also ensures compliance with established Federal, State and PACE regulations.

ESSENTIAL RESPONSIBILITIES:

- Manages the day to day clinical practice standards, staffing with Department Directors, payroll, budgets, fiscal management of cost savings and workflow efficiencies and quality improvement.
- Ensures compliance with federal, state and local regulatory requirements and established departmental policies and procedures.
- Monitors the quality of service and utilization of standards of the IDT.
- Develops and implements quality improvement plans with the IDT involvement.
- Monitors financial performance and identifies and implements strategies to reduce costs and improve quality of care/service. Attends home care rounds and follows up on recommendations.
- Works with health care providers outside of the center to coordinate interdisciplinary approach to providing continuity of care, including utilization management. Ensures the continuation of our community partnerships and helps to develop new ones.
- Ensures staff provides the highest quality of patient care and services. Delivers performance warnings when necessary.
- Investigates and resolves participant concerns regarding care and services. Follows up on grievances, service requests and appeals.
- Provides initiative in problem identification, engages in proactive solutions, and utilizes resources effectively.
- Utilizes center-based staff to assist in the day-to-day operations as needed.
- Facilitates morning meetings, care plan sessions, falls discussions, and afternoon debriefs.
- Prepares IDT for Clinical Management, Utilization Management and case review calls as needed.
- Functions in an expanded capacity as part of growth initiative providing coverage or overseeing another functional area of responsibility.
- Recruits, develops and motivates direct reports. Coordinates with other managers on initiating and communicating a variety of personnel actions including employment, termination, performance reviews, salary reviews and disciplinary actions.
- Manages center-based food service. Monitors ordering, food safety and service.
- Performs other duties as required.

JOB SPECIFICATIONS:

- Bachelor's degree required, Master's degree preferred in social work, nursing, health care administration or a related field.
- Minimum of 5 years of experience managing professional staff.
- Minimum of 2 years experience working with a geriatric population.
- Proven experience in developing and delivering successful business strategies through the use of intuitive business acumen.
- Knowledge of operations management.
- Demonstrated leadership and motivation skills.
- Ability to initiate and drive changes; demonstrated results-driven approach.
- Demonstrated knowledge of quality improvement, clinical care delivery processes, staffing and budgeting.
- Demonstrated interpersonal communication skills.

Name Printed

Signature

Date