



**POSITION:** DIRECTOR- Daggett-Crandall Newcomb Home  
**SUPERVISOR:** Director of Senior Living  
**LOCATION:** Norton, MA  
**FLSA STATUS:** Full-time exempt

**ABOUT ROGERSON COMMUNITIES:**

The Daggett-Crandall-Newcomb Home is a 25-bed residential community for elders who need supportive services of daily living, located on five acres of conservation land in Norton. Offering more than the typical assisted living environment, we're a small, comfortable Elder Care residence providing long term residence and short-term respite care. Both include licensed nursing 24/7, amenities, delicious meals and engaging activities - all designed to keep residents active and as independent as possible.

**SUMMARY OF RESPONSIBILITIES:**

The Director is responsible for the overall business operations of DCN. Responsibilities include but are not limited to insuring a high-quality service model for residents, leading marketing efforts to keep the community occupancy full, successfully managing personnel and budget, and maintaining compliance with all regulations.

**SPECIFIC RESPONSIBILITIES:**

1. Operate facility in accordance with the established policies and procedures of the governing body in compliance with federal, state and local regulations.
2. Ensure a consistent, high-quality experience for all residents and their families by developing one-to-one relationships and responding to resident needs.
3. Prepare and/or update written policies regarding duties and activities for facility and staff.
4. Oversee enforcement of the facility policies and procedures.
5. Define standard operating procedures for physician practices.
6. Lead efforts to ensure meeting and exceeding budgeted occupancy levels by developing and executing a marketing plan that increases visibility of community, generates increased leads and builds an awareness of facility services in the community.
7. Manage admissions process according to established policy including conducting tours, interviewing, qualifying prospective residents, and providing orientation for new residents.
8. Coordinate preparation of all reports required by management.
9. Prepare/update written personnel policies and individual job descriptions.
10. Supervise all aspects of personnel including the recruitment, employment, performance, evaluation, promotion and discharge of staff.
11. Lead efforts to build a positive workplace culture and ensure that staffing levels are consistent.
12. In concert with the Rogerson accounting staff, oversee and manage all financial transactions including the proper disbursement and collection of money and the proper recording of financial transactions.
13. Supervise the confidentiality and safe storage of current and closed resident records, personnel records, and physical plant records according to regulatory requirements.
14. Ensure that staff members have all of the resources needed to complete their work and that supplies are kept in stock and available.
15. Participate in the scheduling, planning, and procuring of materials and information for staff meetings and



in-service education programs.

16. Develop relationships with community agencies providing services of benefit to the facility.
17. Inform appropriate agencies of change in facility personnel, as required.
18. Serve as an active member of all committees, where applicable.
19. Arbitrate complaints and disputes concerning residents, families or personnel.
20. Assume responsibility for ensuring that equipment is in operating order.
21. Lead compliance efforts by interpreting all federal, state, and local regulations for the facility staff, establish systems to ensure compliance needs are regularly met, and act as a liaison between the facility and regulatory agencies.
22. Act as a liaison between facility and resident advocacy agencies, regulatory agencies and all fiscal intermediaries.
23. Observe and practice all facility policies and procedures relating to infection control, safety, and Resident's Rights.
24. Represent the facility at industry meetings and seminars in order to inform and advise Board of Directors of current legislation, trends and changes related to field.

**REQUIRED EDUCATION/EXPERIENCE:**

- BA degree in business, health care administration or related field. Commensurate experience may be substituted for a degree.
- 5 or more years of experience in management in long-term care or healthcare setting.
- Familiarity with the rules and regulations of the Commonwealth of Massachusetts for Level 4 rest homes.

**DESIRED ATTRIBUTES**

- Ability to work under pressure and exercise judgment.
- Proven ability to lead and manage staff and build cooperation among personnel.
- Sensitivity and understanding of needs of older persons and their families.
- Strong interpersonal communication skills.
- Willing and able to work outside of standard business hours to support resident or staff needs or to enhance marketing efforts.

**FUNCTIONAL QUALIFICATIONS:**

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|---|--|
| Standing: 34% to 66% of the time                      | Walking: 34% to 66% of the time              |
| Balancing: 34% to 66% of the time                     | Stooping: 34% to 66% of the time.            |
| Kneeling: 34% to 66% of the time.                     | Crouching: 34% to 66% of the time.           |
| Reaching/working overhead: 34% to 66% of the time     |  |
| Climbing: 34% to 66% of the time                      | Pushing: 34% to 66% of the time 10-20 pounds |
| Pulling: 34% to 66% of the time 10-20 pounds          |  |
| Lifting/carrying: 34% to 66% of the time 10-20 pounds |  |



**I TO APPLY:**

Interested applicants can send resume, cover letter and salary requirements by one of the following options:

E-mail: [careers@rogerson.org](mailto:careers@rogerson.org) (Please indicate job title in subject of e-mail)

Fax: 617-469-5861 c/o HR Department

Mail: HR Department- Rogerson Communities  
1 Florence Street  
Boston, MA 02131

DCN provides equal employment opportunities (EEO) to all employees and applicants for employment without regard to race, color, religion, gender, national origin, age, disability or genetics.

DCN offers a comfortable working environment along with competitive benefits including health, dental, retirement and paid time off based on employees' schedules and longevity.