

# **Director of Resident (Social) Services – Spring Valley Health and Rehabilitation Center, Spring Valley, WI**

## **Organization Description**

Spring Valley Health & Rehabilitation Center ~ Caring for Generations

For 55 years, the Spring Valley Health & Rehabilitation Center's community pride and professional standards of care and services that exceed expectations has been the cornerstone of our non-profit, free-standing, independent skilled nursing care facility. Our commitment is to continually improving the best of person-directed care with a team of dedicated and appreciated caregivers, truly our most important asset. With excellent benefits, outstanding incentives, ongoing education and career opportunities, it is evident that the goal of Spring Valley Health & Rehabilitation Center is to continue as an employer of choice and integrity.

## **Location Information**

On the western edge of the picturesque Village of Spring Valley in west central Wisconsin is an entirely new and beautiful senior living and health care community nestled into a setting of meadows, prairies, and woodlands that has the feeling of an upscale vacation resort. Spring Valley is conveniently located half way between Eau Claire, WI and St. Paul, MN, 45 miles either direction. Truly the small town charm is evident and creates peaceful and comforting surroundings that distinguish Spring Valley Health & Rehabilitation Center.

## **Position Overview for Director of Resident (Social) Services**

In this Senior Leadership Team role you will be responsible for leading and championing the quality of life aspects for a 50 suite skilled nursing facility to ensure the highest standards of quality and operational success while maintaining and improving relationships with health care providers and hospitals in the region. This position is responsible for the overall supervision and coordination of the social services functions: identify resident needs for medically related social services, psycho/social services, emotional support services; and, devise and implement services/interventions; and, resident rights advocate including oversight and consultation on vulnerable adult issues. Serve as the Grievance Officer and work with residents and families to resolve any concerns.

Critical aspects of the position are to receive admission inquiries, work with referral sources and provide information on the facility as well as serve as a community liaison. In addition, daily coordinate of all admissions/discharges and working closely with residents and families during these transitions is essential. Furthermore, as an integral member of the interdisciplinary care planning team, creating and maintaining self-directed individualized care plans in conjunction with resident choices and family expectations is a core responsibility.

The Spring Valley Health and Rehabilitation Center, Spring Valley, WI is an entirely new senior living campus with state-of-the-art features including a fully digital electronic patient medical

record system. You will be supported by a senior leadership team of colleagues and a local non-profit board of control to further enhance our organization as a premier employer and provider of senior care and rehabilitative services. Flex scheduling and financial assistance with educational opportunities and degree advancements would be a few rewarding perks. This role is an integral part of our leadership team reporting directly to the Administrator/Chief Executive Officer.

**Qualifications:**

- A bachelor's degree (preferred) or masters (advantage) in social work or a degree in a human services field: sociology, gerontology, special education, rehabilitation counseling, and psychology;
- 2 years of senior care services experience;
- Proven results and experience in a management role;
- Strong working knowledge of regulatory compliance;
- Solid organizing, planning, and scheduling skills; and
- Must have exceptional interpersonal skills with the ability to effectively communicate with a variety of people and personalities
- Knowledge of legal and regulatory health care rules, regulations, and requirements

**Beneficial Experiences:**

Several years of social services experience preferred.

- Leadership in managing multi-level health care in a campus setting as well as knowledge of service integration concepts, clinical analytics and efficient utilization of resources.
- Building a strong team of caregivers focused on providing an experience of quality of life and services for the customer's overall well-being
- Establishing and monitoring best practices and quality of life outcomes/analytics
- Integrating holistic quality of life care and programs within the campus and community
- Coordinating continued quality and program improvement
- Educating staff on best practices, holistic health and current trends and treatments
- Maintaining high quality of life satisfaction and Resident self-directed care principals.

**Additional Information**

**Please submit cover letter, resume, and any proof of credentials to the Spring Valley Senior Living and Health Care Campus Administrator/Chief Executive Officer.**

**(e-mail: [KevinL@svhcs.org](mailto:KevinL@svhcs.org).)**

Equal Opportunity Employer and Provider