



Position Title: Administrative Assistant
Reports To: LTC Administrator

Date: February 2024
Location: CSSL

I. Position Summary:

The Administrative Assistant is responsible for performing a variety of administrative functions to facilitate the efficient operation of Cathedral Square Senior Living.

II. Principal Responsibilities:

1. Acts as the primary contact for persons calling or visiting Assisted Living office.

- Answers telephone using an agreed upon protocol, forwards calls as appropriate, takes messages and manages voicemail system.
- Monitors and manages external camera door bell system.
- Greets visitors, informs staff member of visitor's arrival and ensures that the wait time is comfortable.
- Presents a professional office demeanor that emphasizes customer service.

2. Manage daily schedule and tasks for CSSL team.

- Ensure there are appropriate staff persons on duty to meet the needs of the facility 24 hours per day 7 days a week.
- Manage staff list, titles, scheduled hours and contact numbers for scheduling purposes.
- Contact external agency for staffing when in house staff list is exhausted.
- Post Master schedules in two week increments 4 weeks at a time to allow staff time to pick up open shifts, review needs for exchanges and CTO planning.
- Communicate with staff regarding any scheduling changes.
- Communicate any changes to housekeeping, maintenance, Rosary, Communion and other schedule changes that will impact resident assistants.
- Communicates resident issues or concerns to appropriate staff.
- Supports LTC Administrator with completion of bi-weekly timecards in UKG as needed.

3. Provides administrative support to ensure the efficient day-to-day operation.

- Maintain scheduled appointments for all residents. Schedules and confirms transportation. Calls medical offices to confirm date/time/length and location of resident appointments.

- Communicates with team and supports residents getting on and off of their transportation. Communicates with transportation agency and medical offices regarding any changes or concerns.
- Escorts residents to appointments as needed.
- Supports Resident Services Coordinator with picking up and dropping of medical devices for residents.
- Supports Program Coordinator and Kitchen Services as needed.
- Maintain schedules for in house appointments such as hair salon and foot care.
- In collaboration with the RA staff, LPN and RN continually update the RA group sheet and assignment schedules.
- File and maintain resident medical records, including thinning of charts.
- Update all resident profiles on EMAR.
- Manage filing and reporting systems for resident falls and incidents.
- Attend, participate and take minutes for all staff meetings and trainings.
- Supports LPN with new hire orientation as needed.
- Supports RN and LPN's with COVID protocol and procedures as needed.
- Participates in Resident Assistant and Program Coordinator interview.
- Listens to staff concerns and provides guidance on how to diffuse situations when LPN, RN or LTC Administrator are not available.

4. Performs general administrative functions.

- Prepares letters, memos and other correspondence.
- Designs and formats basic spreadsheets and enters data.
- Performs routine clerical support, such as faxing, photocopying, e-mail, etc.
- Prepares and distributes meeting agendas and takes minutes at meetings as needed.
- Coordinates conference rooms, AV equipment, oversees food and beverage as needed.
- Sorts incoming mail, dates mail and distributes as appropriate.
- Sorts outgoing mail, ensuring appropriate postage, packaging, insurance, etc.
- Develops and maintains filing systems.
- Orders office supplies and maintains appropriate inventory.
- Performs other duties as required.
- Attends CSC staff meetings.
- Completes required Relias trainings.
- Maintains and manages all inventory for PPE and medical supplies.
- Coordinates and schedules all staff Silent Fire Drills for the year.
- Keeps record of resident "Out of House" medical dates and times.
- Sends out annual MD orders for all residents.

III. CSC Standards of Conduct:

- Demonstrates a commitment to the mission and values of CSC.
- Demonstrates respectful and effective communication with co-workers, residents, families and vendors.
- Protects the privacy and confidentiality of information related to residents, families, staff and general CSC operations.
- Communicates a positive image about CSC to the community.
- Demonstrates a commitment to quality and proactively seeks to make improvements to systems and processes.
- Maintains a professional appearance that is appropriate for his/her position.
- Reports to work on time, completes time card accurately in UKG, provides advance notice for time off, and appropriately manages CTO time.
- Demonstrates a commitment to integrity in work habits and use of CSC resources.
- CSC's mission and operations require that an employee is prepared to perform duties as assigned that may be outside his/her principal responsibilities.

IV. Minimum Qualifications:

Must possess a high school diploma or equivalent and at least one year of clerical experience. The ability to prioritize multiple tasks and work with frequent interruption is required. Must possess a customer service orientation and the ability to communicate (verbally and in writing) effectively with others. Must be able to operate standard office equipment such as fax machines, copiers, calculators, etc. Experience using Microsoft Office is required. Must be able to type at least 35 wpm. Must be able to work well in a high stress work environment.

V. Working Conditions and Physical Demands:

- a. Must be able to lift at least 25 pounds.

Note: Non-Essential Duties are noted with an asterisk.

Employee Name (printed)_____

Employee Signature_____

Date:_____