



Affiliated with
Harvard Medical School

JOB DESCRIPTION **Hebrew SeniorLife**

Creation date: 9/7/18

Position Title: Associate Executive Director

Position code:

Job Family:

Exempt

Location: Center Communities of Brookline (CCB)

Title of Immediate Supervisor: Executive Director, CCB

I. Position Summary:

The Associate Executive Director is responsible for daily operations in all Center Communities locations, and is a key member of CCB's interdisciplinary team providing strategic direction, administrative and fiscal oversight, and leadership across Center Communities of Brookline.

The Associate Executive Director ensures the highest Hebrew SeniorLife and industry standards with regards to safety, professionalism, service and quality of care for residents, and for assuring that elderly residents, especially those who are frail or at risk, and non-elderly residents with disabilities are linked to the services they need to continue living independently.

II. Core Competencies:

- **Growth Leadership:** Creates an environment in which employees are energized, motivated, and inspired to grow professionally, to support organizational change, and to make their best efforts every day.
- **Customer Service Orientation:** Takes personal responsibility for understanding the real and underlying needs of customers, and for anticipating and meeting their expectations in a diplomatic way to establish good, viable, long-term relationships.
- **Communication:** Absorbs, comprehends and readily exchanges information with others, nurtures mutual understanding of ideas, issues and desired action, speaks and writes compellingly, and provides the highest quality of preparation and presentation.
- **Strategic Orientation:** Takes the initiative to identify new innovative opportunities to improve the quality of life at CCB and create a competitive advantage for the organization by anticipating market, customer, industry and economic trends, issues and development.

- **Teamwork and Collaboration:** Has a “can-do” mentality, works effectively within a team, group and across the organization, and accomplishes tasks and desired results in a timely, collaborative, and constructive way.
- **Innovation and Creativity:** Proactively develops, implements, sponsors or supports new and improved methods, procedures, products, processes, and solutions to improve performance.
- **Managing Complexity:** Uses experience, knowledge, critical thinking skills, and training to manage effectively in increasingly difficult and ambiguous situations, making the best decisions possible at the time.
- **Organizational Know-How:** Understands and uses formal structure, strong relationships and culture within HSL and with external customers to accomplish work objectives and outcomes.
- **Impact and Influence:** Persuades, convinces, and enlists others to support and adopt a course of action or direction in support of organizational goals and core values, while forming trusting relationships with residents, families, and team members.

III. Position Responsibilities

- Provide leadership and direction at Center Communities of Brookline, towards the achievement of Hebrew SeniorLife’s mission, strategy, goals and objectives as they relate to CCB.
- Work closely with the CCB senior directors to establish goals, priorities, and best practices, enhance operations, and oversee the implementation of all associated initiatives in a timely way, engaging staff and residents, as appropriate.
- Provide oversight, training, and support to the Center Communities of Brookline staff to ensure all daily operations and programs operate smoothly and are well administered.
- Act as executive representative for CCB Resident Councils and at Community Meetings.
- Maintain positive relationships with residents, family members, and prospective residents, and serve as a point of escalation for all housing issues, including resident grievances.
- Take part in strategic planning and development related to new business and potential growth of CCB, and follow-through on all commitments.
- Review reports and trends related to resident issues and take appropriate action.
- Develop strong working relationships with public agencies including HUD and Mass Housing, as well as with site specific community groups.
- Responsible for accuracy and timeliness of required HUD reporting.
- Ensure that marketing strategies are appropriate and that census goals are met, including monitoring of timely and efficient apartment turnovers.

- Provide fiscal oversight for Center Communities of Brookline, including both operating and capital budgets.
- Manage relationships and conduct contract negotiations with vendors in conjunction with HSL central purchasing.
- Attend regular meetings at other Hebrew SeniorLife campuses in representation of Center Communities of Brookline.
- Accept responsibility for all tasks assigned.
- Participate in the CCB Manager on Call program during weekend and evening hours.

IV. Qualifications

- Bachelor’s degree with 10-15 years experience in senior housing, health care or related field.
- Ability to lead by example with strong commitment to Hebrew SeniorLife’s mission, goals, and cultural beliefs.
- Prior experience working with the elderly population.
- Experience working with federal, state, county, and city housing agencies preferred.
- Experience establishing successful working relationships within the public sector.
- Demonstrated experience with strategic short and long term planning.
- Demonstrated leadership, organizational, and operational skills.
- Knowledge of accounting/finance with strong analytical ability.
- Strong negotiation and mediation skills.
- Excellent communication and customer service orientation.
- Success with leading change and openness to innovation.
- Business acumen.

V. Physical Requirements

- Must be able to lift, push and pull 25 pounds.
- Must be able to stand during scheduled work times.

 Manager Signature

 Date

 Employee Signature

 Date