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**Possible List of Duties: AFH RESIDENT MANAGER**

**SUPERVISORY ROLE**

The resident manager shall effectively:

* Be both a role-model caregiver and a manager
* Demonstrate problem-solving skills
* Communicate well with others, including family members, residents, staff, doctors, DSHS staff, by:
  + Initiating conversations
  + Managing difficult conversations and conflicts
  + Maintaining a calm and professional demeanor
  + Sharing and accepting constructive criticism
* Manage complaints, gossip, and accusations with professionalism
* Demonstrate ways to acknowledge excellent and sub-par staff performance, and follow through with improvement strategies as necessary
* Model excellent customer service
* Create staffing schedules
* Review current human resource regulations and develop/implement/revise policies and procedures related to same.

**SYSTEMS DEVELOPMENT & MAINTENANCE**

The resident manager shall effectively review necessary AFH systems and identify the following:

* Ways to ensure safe medication systems management to include working with a long term care pharmacy, medication administration records, medication errors, medication policies and procedures, and staff training associated with medications.
* Ways to ensure resident health files are complete and accurate including identifying necessary documents, documentation methods, order of health file, and thinning procedures.
* Ways to ensure personnel files are complete and accurate including identifying necessary documents, tracking necessary updates, and order of file.
* Ways to ensure resident care and service is provided in a respectable manner following best practices to promote health and minimize illness and injury.
* Ways to ensure the home’s environment, both inside and outside, remain clean and in good repair.
* Manage, review, and update necessary policies and procedures.

**REGULATORY ENVIRONMENT**

The resident manager shall:

* Identify roles, responsibilities, responses, and preparation methods for state inspections and complaint investigations.
* Review DSHS protocols and related documents pertaining to licensing and complaint investigation processes.
* Review and keep up-to-date on WACs, RCWs, Dear Provider letters, and all other regulation and compliance related information pertaining to adult family home operations.
* Create a personal “bible” of necessary forms, WACs, RCWs and Dear Provider letters.
* Access helpful resources including these websites <https://www.dshs.wa.gov/altsa/residential-care-services/information-adult-family-home-providers>, [www.doh.wa.gov](http://www.doh.wa.gov), <http://www.adultfamilyhomecouncil.org/> and Adult Family Home Council chapter meetings.

**RESIDENT CARE & SUPPORT**

The resident manager shall:

* Understand the importance of effective coordination of care.
* Identify changes of condition, and strategize effective ways to manage changes in resident condition.
* Identify effective, appropriate, and timely methods of communication, and associated protocols for same, with residents, resident families, doctors, case managers, other care settings, nurse delegators, home health, hospice, and other entity representatives associated with resident care and service.
* Review resident assessments and develop negotiated care plans based on assessment contents.
  + Identify changes that warrant assessment updates and methods to obtain timely updates.
  + Create a timeline for review and updates.
  + Verbalize importance of resident, family, and care staff involvement of assessment and negotiated care plan development and updates.
* Identify low-cost 1:1, individual, and group activities to keep residents active and involved based on preferences and abilities.
* Identify effective methods to determine resident/family levels of satisfaction and methods to respond and improve as necessary.
* Manage, review, and update necessary policies and procedures.

**NUTRITIONAL CONSIDERATIONS**

The resident manager shall:

* Develop a meal plan based on resident needs and preferences.
* Acknowledge the importance of environment, nutritional value, meal presentation, food taste/aroma/variety, and staff attitudes pertaining to mealtimes and refreshments.
* Create a method for identifying and obtaining needed mealtime items.
* Identify ways of determining resident satisfaction related to meals/refreshments, and brainstorm ways to address resident complaints related to food.

**MARKETING**

The resident manager shall:

* Regularly brainstorm ways, large and small, to market the AFH to prospective residents and staff.
* Identify day-to-day communications and/or interactions that can enhance the AFH’s visibility.
* Review and provide feedback to the AFH on all varieties of marketing methods including internal methods, use of the Adult Family Home Council’s Locator Tool, any other external marketing, and all formal and informal strategies.
* Be aware of, and contrast marketing strategies between, the AFH they work for, and other AFHs.