

## **Social Service Department – LOR Administrator**

**BACKGROUND:** The Administrator for Lake Owasso Residence is responsible for overseeing the largest Intermediate Care Facility in the state of Minnesota. LOR services 64 residents with Intellectual and Developmental Disabilities that have had challenges stabilizing and finding long term residential placement. The Administrator will manage a multidisciplinary team of Program Directors, Registered Nurses, Mechanical Maintenance Managers and other professionals, ensuring compliance with state and federal laws, county policies, and best practices of the MN 245d Statute. This position is tasked with ensuring compliance with statutory regulations annually and as needed for complaint surveys, meeting budget expectations, while being innovative and forward thinking. The Administrator is also expected to understand that the residents of LOR receive several other services that may intersect with the county such as case management, guardianship, etc. as well as understand the pressure and gaps in service delivery and the opportunities for improvement and stabilization

The Administrator is expected to lead with Ramsey County's mission and values at the forefront and demonstrate an understanding of operating one of the few 24/7 facilities that the county is responsible for and work closely with providers in the community, advocacy groups and service recipients.

### **NATURE OF DUTIES:**

**Operational Management.** Delegate and execute work; develop and implement infrastructures and systems that support service delivery; manage and maintain regulatory and best practice standards; evaluate outcomes and use data to inform decision making.

- Responsible for Plan of Corrections and communication with licensure holding agencies ( Minnesota Department of Health and Minnesota Department of Human Services)
- Ensure compliance with statutes and laws required for service delivery.
- Lead the facility in strategic planning and operational leadership to key initiatives, advancement of strategic goals and management of critical incidents.
- Monitor and evaluate operations and project activities of facility.
- Develop processes for continuous quality improvement related to operations.
- Oversee complex and sensitive operational and program service delivery design or redesign planning projects, including research and analysis.
- Develop and maintain capacity to adapt to changes that support responsible and responsive service delivery.
- Oversee and manage the budget for Lake Owasso Residence to ensure resources are used efficiently and effectively.
- Analyze financial reports to ensure expenditures align with program priorities and county goals.

**Leadership & Strategic Oversight:** Lead and manage the four service teams of the Lake Owasso Departments; Operations, Services, Maintenance, and Nursing, setting strategic goals for individuals with development and intellectual disabilities to thrive, and are empowered through respect, person-centered decision making, and collaboration to achieve their individualized goals of stabilization and independence

The current vision set forth for Lake Owasso Residence is envisioning a future where each individual's potential is fully realized through honest communication, active treatment, and accountability, while delivering compassionate, high-quality services that uplift and transforms the lives of our residents and community. This includes advancing racial equity by identifying strategies to reduce barriers that create disparities, advocate for and implement change.

- Oversee the implementation and enforcement of federal and state statute's and policies that support the residential care of vulnerable adults.
- Collaborate with other county departments, including mental health, ADS, MnChoices, and public health, to ensure comprehensive services for the residents of LOR
- Engage in public outreach and education on ICF service delivery.
- Meet with elected officials, state partners and advocacy groups to influence policy decisions or to explain the policies, procedures, and practices of the department.
- Represent the County and Department before the news media, community agencies, and state officials to explain County policies, procedures, and services.
- Prepare reports and presentations for executive leadership summarizing projects, program progress and proposed program needs and gaps.
- Develop leadership strategies and development of team members.
- Oversee responses to resident questions, concerns, grievances, and inquiry ensuring inquiries are resolved in a timely and responsive manner.
- Ensure adherence to program policies, procedures, and standards regarding quality improvement, customer service, patient access, productivity, confidentiality, management of electronic medical records and billing.
- Represent the department through contract bargaining and work collaboratively with labor unions.

#### **General Administration.**

- Understand the facility budget, read, and review reports related to the budget and propose adjustments.
- Provide supervision, training, and mentoring to staff, ensuring high-quality service delivery and staff morale.
- Conduct regular performance evaluations, stay interviews and support professional development opportunities for staff.
- Ensure staff adhere to ethical standards, confidentiality regulations, and county procedures.
- Track and approve operational expenses within budget guidelines.
- Create, analyze, and present data and reports.
- Address and manage performance concerns.
- Monitor program goals and objectives.
- Collaborate with other deputy directors on projects.
- Collaborate with the Deputy Director and other management to develop program and organizational goals and budgets.
- Analyze performance measures.
- Directly supervise division managers.
- Lead meetings as appropriate.