

CBRF ADMINISTRATOR AT RIVERSIDE LODGE

THREE PILLARS SENIOR LIVING COMMUNITIES

DOUSMAN, WISCONSIN



Three Pillars Mission: To meet the social, physical, and spiritual needs of older adults through high-quality housing and services.

Three Pillars has partnered with Spano Pratt Executive Search to identify their new CBRF Administrator for Riverside Lodge at Three Pillars. For a confidential conversation and to learn more about this opportunity, please contact Andy Hillig or Lindsey Kriete.

Spano Pratt Executive Search

Andy Hillig, Executive Search Consultant
Ahillig@spanopratt.com

Lindsey Kriete, Practice Director
lkriete@spanopratt.com

ORGANIZATION

Since 1905, Three Pillars has served thousands upon thousands of families and residents. Its rich history of mission-based services exists as strongly today as it did in 1905. As a not-for-profit organization, Three Pillars looks at its mission first. Proceeds are reinvested into the organization, not distributed to shareholders. It measures success by the satisfaction of its residents, not the size of its bottom line. They value their staff as individuals, recognizing the important role they play in providing residents with a quality lifestyle. However, most importantly, they are always guided by what is right, not by what is profitable.

Three Pillars Senior Living Communities is a senior living community in Waukesha County, Wisconsin's Lake Country. Based on resident and family surveys, for the past three years U.S. News has rated it as Wisconsin's only Best Continuing Care Retirement Community (CCRC). CCRCs provide multiple levels of care at a single location, allowing residents to age in place as their needs change over time.

Three Pillars attained the Great Place To Work® certification for the second year in a row. This certification is a direct result of its culture, teamwork, work ethic, and commitment to its mission of providing the very best for all who call Three Pillars home.



NAMED ONE OF ONLY 57 "BEST" CONTINUING CARE RETIREMENT COMMUNITIES IN THE NATION

Care Services

Life at Three Pillars means residents, families and visitors have choices. It is a community that offers options to live the lifestyle you choose. Independent living, assisted living, skilled nursing, memory care and rehab - it covers a full continuum of care.

The Three Pillars Community & Riverside Lodge

Riverside Lodge is nestled in the woods along the river on the west side of campus. The Assisted Living portion of the community is our newest living option, designed for individuals who need a higher level of assisted living support. The Memory Care Neighborhood at Riverside Lodge offers 17 private rooms and is designed to provide residents with a supportive environment maximizing social opportunities and promoting independence.

This community offers peaceful, park-like neighborhoods with beautiful private rooms. Riverside Lodge provides all the comforts of home in a supportive environment.



ENTRANCE TO RIVERSIDE LODGE

Activities & Other Services

Three Pillars Senior Living Communities offers a wide variety of activities and services at Riverside Lodge. A daily activities and events calendar keeps the residents busy and thriving in their residence.

Dining Services

Three Pillars Senior Living Communities provides three nutritious, homemade meals per day. Top notch chefs and dieticians serve decadent and customized meals based on the residents' preferences.

WHAT THREE PILLARS IS EMBARKING UPON:

The demand for active adult living continues to increase. This next generation wants choices, freedom, and independence. To address this, Three Pillars started a nearly \$125M expansion. What they are doing does not exist in Lake Country, Southeast Wisconsin, or the state. Individuals can begin their Three Pillars journey at any stage in their aging, from independence to assisted living at Riverside Lodge to skilled nursing, all on one campus.



ARIAL VIEW OF THREE PILLARS SPAWLING CAMPUS

POSITION OVERVIEW

The CBRF Administrator is responsible for leading the full scope of services as the administrative leader for Riverside Lodge Assisted Living and Memory Care CBRF. The Administrator will lead and direct all care, services, and programming, ensuring exceptional quality and services while maintaining compliance with all Wisconsin DHS Chapter 83 regulations.

The ideal candidate is a leader who demonstrates the mission and values of Three Pillars and upholds the Three Pillars exceptional standard for customer service, always. In addition, the best candidate will demonstrate humility that embraces the five organizational values of respect, commitment, fulfillment, empathy, and fun, and who has leadership skills that are focused on people first strategies.



A RESIDENT ENJOYING THE BEAUTIFUL SURROUNDINGS WITH AMAZING STAFF

CORE RESPONSIBILITIES

RSL Community Management and Oversight

- Monitor the community operations, associate interactions, and overall environment to enhance resident independence and a vibrant lifestyle.
- Maintain proactive communications with staff, residents and/or family members to promote open dialogue and timely sharing of important information.
- Ensure compliance with DHS Chapter 83 and all applicable laws and regulations.
- Oversee completion of resident assessments, service plans, and documentation, maintaining secure and accessible facility records.
- Oversee the execution of a broad range of programming to engage and stimulate cognitively impaired and medically compromised residents.
- Responsible for oversight of census and admissions in accordance with regulatory requirements, including oversight of resident admissions, transfers, and discharges, while ensuring eligibility criteria and pre-admission assessments are met.
- Provides financial oversight through assistance with budget development and adherence.

Regulatory and Licensing Compliance

- Serve as point of contact for DHS audits, inspections, and licensing.
- Respond promptly to incidents, complaints, and regulatory issues.
- Maintain facility documentation in accordance with DHS 83.42, HIPPA, and corporate compliance guidelines.
- Provide written delegation of authority when off-site or unavailable.
- Develop and revise policies and procedures for quality care and regulatory compliance, ensure a safe working environment, and meet regulatory requirements for staff and residents.

- Actively participant in Echelon and WCEAL to maintain standards of membership.
- Promote and protect the rights of each resident. Fully investigate any suspected violations immediately according to Three Pillars policy and procedures, and state/federal regulations.
- Ensure community health, safety, sanitation, and emergency readiness in accordance with DHS 83. 47-49.
- Follow all federal, state and company reporting requirements when incidents or situations so dictate.
- Respond in emergency situations to ensure resident/staff/guest safety and security.

Census and Admissions Management

- Monitor and maintain census within licensed capacity (DHS 83.05).
- Oversee all resident admissions, transfers, and discharges (DHS 83.27).
- Communicate with referral sources, prospective residents, and families as needed.
- Ensure eligibility criteria are met and pre-admission assessments are completed.

Financial Oversight

- Assistance with budget development and budget adherence.
- Payroll review and compliance with labor budgets.
- Ensure level care assessments are current and appropriate.
- Oversight of compliance with outside funding programs (IE Community Care).
- Compile and analyze operational data to efficiently manage the quality and cost of service provided as well as plan for new service development.

Resident and Social Support Services

- Coordinate supportive services (behavioral health, counseling, etc.).
- Support residents in transitions and discharges while promoting autonomy.
- Advocate for access to benefits, financial aid, and legal protections.
- Facilitate family engagement and communication.
- Assist in the implementation and follow up action plans of any resident and employee surveys.

Staff Supervision and Training

- Serve as a member of the organizational leadership team by participating in outreach efforts, leading associate meetings, and training programs, assisting in developing business plans and budgets and maintaining a positive attitude when faced with change.
- Hold the team accountable for meeting all missions, quality, safety, and other performance standards. Conduct evaluations and administer discipline fairly.
- Maintain continuous and proactive communications between front line staff and campus wide interdisciplinary team.

- Actively manage conflicts between individuals as well as between unit staff and other departments in a respectful manner, following the appropriate channels and working towards solutions.
- Meet with all shifts minimally on a quarterly basis to ensure resident and employee satisfaction.
- Hire, onboard, supervise, and evaluate staff in collaboration with the Director of Clinical Services.
- Ensure completion of orientation and at least 15 hours of annual continuing education for all staff including: standard precautions, client group related training, medications, resident rights, prevention and reporting of abuse, neglect and misappropriation, fire safety and emergency procedures, including first aids in collaboration with nurse educator, DCS, and Director of Learning and Development (DHS 83.25).

Memory Support Neighborhood Oversight

- Ensure secure, person-centered environment for residents with dementia.
- Oversee dementia-specific programming in collaboration with Sr. Director of Dementia Programing.
- Ensure staff are trained in dementia care and continuing education is provided in collaboration with Sr. Director of Dementia Programing.
- Monitor resident safety, engagement, and quality of life in memory care area.

Activities Oversight

- Ensure meaningful daily programming is aligned with resident preferences and needs. Evaluate participation and adjust programming to improve outcomes in collaboration with the Director of Recreation Services.
- Ensure staff involvement and programming consistency across all shifts.



CONCIERGE WELCOME STAFF, GUESTS AND RESIDENTS AT RIVERSIDE LODGE

QUALIFICATIONS & EXPERIENCE

Minimum education, certification and/or licensure

Must have successfully completed an assisted living administrator's training course, with working knowledge of federal, state, and local standards and regulations, especially state and federal SNF, and CBRF regulations.

Experience

- Five (5) years' experience in long term care with a background in management or supervision, CBRF experience preferred.
- Experience working in a health care related field having direct contact with one or more of the client groups identified under s. DHS 83.02 (16).

COMPETENCIES

Resident and Staff-Centered Mindset: Deeply committed to the mission of Three Pillars, with a passion for improving the lives of residents and staff. Advocates for staff development.

Approachable, Fun and Empathetic: Visible, accessible, and approachable, maintaining an open-door policy. Empathetic, kind, and genuinely caring, creating a safe space for staff to share ideas and concerns. Always looking for the positive in people and things, with a natural proclivity for fun.

Emotional Intelligence: Kindness, empathy, and the ability to assume positive intent. Cultural fit and humility: someone who doesn't try to "change everything" immediately but seeks to grow with the organization, earn respect, and build longevity.

Strong Communicator and Listener: Excellent at active listening, providing thoughtful responses, and following through on commitments. Communicates clearly, ensuring alignment and understanding at all levels of the organization.

Accountable and Action-Oriented: Holds self and others accountable for their responsibilities while providing guidance and support. Leads by example, demonstrating integrity, follow-through, and a results-driven approach. Sets the high standards that are expected of all Three Pillars team members.

Adaptable and Open to Change: Comfortable with change management, inspiring the team to embrace innovation and new ways of working. Seeks opportunities to improve processes and adapt to evolving organizational needs. Builds culture over time, manages complexity, and rises above negativity. Respectful of the wisdom and tenure of the team.

Technically and Operationally Proficient: Possesses strong technical and operational knowledge, ensuring high standards of care and efficiency. Strong grasp of budgeting, staffing models, prioritization, and accountability.



RESIDENTS ENJOYING A STROLL ON CAMPUS

PERSONAL QUALITIES

The ideal candidate is a collaborative and kind leader who has a passion for the Three Pillars mission, for the people it serves, and services it offers, along with an affinity for an aging population. The

candidate should possess a track record of inspired leadership that develops talent and contributes to a collaborative work environment.

COMPENSATION

Salary is commensurate with candidate background, credentials, and years of experience. Three Pillars offers a competitive benefits package. The position is based in Dousman, Wisconsin.

LOCATION

Three Pillars is located about 35 miles west of Milwaukee in Waukesha County's "Lake Country." Lake Country region is a picturesque place to live, work and relax in the beautiful Kettle Moraine area of southeastern Wisconsin. It is a growing community with a mix of multigenerational families and new arrivals.

Many of the region's smaller lakes, ponds, and streams are in and around Three Pillars. The 70-mile Bark River passes through Three Pillars campus, where residents and guests come to fish or stroll on campus paths.

Residents can access abundant recreational opportunities, with parks and trails, and boating, fishing and other water activities on the lakes and ponds; the 52-mile Glacial Drumlin Trail also runs adjacent to Three Pillars.

To learn more about Three Pillars:

- Company website: <https://www.threepillars.org/>
- Three Pillars Memory Care: <https://youtu.be/jDqcqZWLrOE>
- Three Pillars Lifestyle: <https://www.youtube.com/watch?v=p7MXqkK4viU>
- The Fields construction project 2024: <https://www.youtube.com/watch?v=v9heIXrqnUw>



NEWLY RENOVATED COMMON AREA AT RIVERSIDE LODGE

This position is not just a job;
it's an opportunity to be part of Three Pillars mission to support older adults.

To be considered for this opportunity, please submit a cover letter and resume to:

Andy Hillig, Executive Search Consultant -OR- Lindsey Kriete, Practice Director
Ahillig@spanopratt.com lkriete@spanopratt.com

www.spanopratt.com