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## **2019 NNFA/NALA Wage Survey** **Instructions and Position Descriptions**

The 2019 NNFA/NALA Wage Survey is conducted by the Nebraska Nursing Facility Association and the Nebraska Assisted Living Association in order to collect important data that will be used in two ways: 1) to offer participating communities information about practices across the state that will inform decisions related to management and employment, and 2) in advocacy efforts and as a tool to educate policymakers. Participation in the survey is voluntary and responses will be kept confidential.

### **INSTRUCTIONS**

The survey can be accessed online via a link provided in invitations distributed through several mediums. Progress will be saved as you progress. Use the “Back” button at the bottom of any page to go backward in the survey and review answers previously entered. If you need to pause and step away during the completion of the survey, clicking on the survey link again from the same computer will take you back to the last point of completion.

The survey contains three main sections:

- 1) Information about your community
- 2) Information about FTEs and wages for each position in five groups
  - a. Facility Management and Administration
  - b. General Administration
  - c. Nursing/Health Services
  - d. Food Services
  - e. Housekeeping and Maintenance
- 3) Information about employment benefits

For consistency, the survey should be completed at the location or facility level. If you have multiple locations, please complete one survey for each. If you are filling out a survey for more than one facility do not use the same survey link for multiple facilities. You must use the survey link that includes the name of the facility for which the data is requested. If someone else received the email they may forward it for completion. If you attempt to use a survey link more than once it will not accept your data.

Most of the fields in the first section, collecting information about your community, are required. After that, most fields are **optional**. Please answer only items that apply to your organization.

Find notes with field definitions and answers to commonly asked questions on pages 2 and 3 of this document, and position descriptions on pages 4 through 10, organized to parallel the survey.

Please send questions or feedback to [surveys@nrchealth.com](mailto:surveys@nrchealth.com) and include “NE Wage Survey” in the subject line.



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## IMPORTANT NOTES

**FTEs** – When FTEs are requested, please enter the number of “full-time (40 hours per week) equivalent” staff; for example, if two part-time employees work 20 hours per week each, they would count as one FTE.

**Positions** – The list of positions included in the survey may not exactly match the positions in your organization. Please use the “Positions Descriptions” section to best match your positions to those in the survey and leave blank any positions in the survey that don’t match any of the positions at your community.

**Annual Salary vs. Hourly Wage** – Positions are categorized as salary or hourly. For salary positions, please provide the annual salary. For hourly positions, please provide the hourly pay rate. If a position is categorized differently on the survey than it is in your organization (for example, you pay your office manager an annual salary instead of an hourly wage, or your marketing representative an hourly wage instead of an annual salary), please use 2,080 hours to convert the annual salary to hourly wage or vice versa.

**Starting Salary or Rate** – Enter the starting salary or pay rate paid for a new employee with no experience in the position. This should necessarily not be the starting salary of the person in the position today, but what you would pay should you need to fill the position.

**Average Actual Salary or Hourly Rate** – This should be the average of what you are actually paying employees in the position today.

**Experience Factor** – Enter the minimum and maximum percentage that would be **added** to the starting hourly rate for each year of experience. If different positions have different experience factors, consider all positions when identifying the minimum and maximum percentages. This should just reflect the **increase**, not the base plus increase (for example, if pay was increased 3% from a base of \$10/hour to \$10.30/hour, the value entered should be 3%). Also enter the maximum number of years for which an employee can earn an increase to their pay due to experience.

**Shift Differential** – Enter the hourly rate shift differential, in terms of dollars and cents (\$X.xx), paid for the evening, night, and weekend shifts for any position. This should just reflect the increase in pay, not the base plus the increase or totally hourly rate for evening, night, and weekend shifts. If you only pay one differential for each shift type, enter it in the midpoint column, otherwise enter the minimum, midpoint, and maximum (for all positions).

**Holidays Per Year** – Enter the number of holidays per year that you provide off for salaried positions and pay time-and-a-half or double for hourly positions. If all positions have the same holidays, only enter a value for the midpoint; if different positions earn different numbers of days, please enter the minimum, midpoint, and maximum numbers.



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**Sick Days Per Year** – Enter the number of sick leave days earned per year. (***Communities giving PTO days should not include days here unless specific sick leave days are earned separate from PTO days.***) If your employees earn a certain fraction of hours for every hour worked, please enter the value for full-time employees for a full year.

**Vacation Days Per Year** – Enter the number of vacation days earned per year. (***Communities giving PTO days should not include days here unless specific vacation days are earned separate from PTO days.***) If your employees earn a certain fraction of hours for every hour worked, please enter the value for full-time employees for a full year.

**PTO Days per Year** – If your community combines all earned benefit days (vacation, holiday, and sick) per year as one benefit, complete the PTO row and enter the number of PTO days earned per year at the minimum, midpoint, and maximum levels. If your employees earn a certain fraction of hours for every hour worked, please enter the value for full-time employees for a full year.

**Health Insurance Coverage** – Enter the dollars paid on all health insurance costs per employee per month. This should cover all healthcare costs, including premiums paid for the employee's coverage and dependent coverage plus any deductible coverage.

**Holiday Pay Rate** – Enter the multiplied rate of pay given for those employees who work a holiday (for example, regular time would be entered as 1.0, time-and-a-half as 1.5, double time as 2.0, etc.).

## **POSITION DESCRIPTIONS**

### **FACILITY MANAGEMENT AND ADMINISTRATION**

The descriptions in this job family match positions whose incumbents are directly responsible for facility management and administration. See the **General Administration** job family for professional, administrative, secretarial, and clerical positions that may match either headquarters staff or facility staff.

#### **EXECUTIVE DIRECTOR/ADMINISTRATOR (CCRC OR MULTI-LEVEL)**

Responsible for overall management of Continuing Care Retirement Community. Implements policies and procedures established by a governing body or entity, ensuring compliance with governmental regulations. Coordinates departmental functions and organizes facility programs within established budgets. Provides leadership in long-range strategic planning. Represents the organization in the community and ensures that socially responsible programs are implemented and viable.

#### **EXECUTIVE DIRECTOR/ADMINISTRATOR (NURSING FACILITY) EXECUTIVE DIRECTOR/ADMINISTRATOR (ASSISTED LIVING)**

Responsible for overall management of nursing facility or assisted living facility. Enforces facility policies and ensures compliance with state licensing regulation. Coordinates departmental functions and organizes facility programs within established budgets. Implements policies and procedures established by a governing body or entity.

#### **EXECUTIVE DIRECTOR/ADMINISTRATOR (HOUSING)**

Responsible for overall management of housing community. Implements policies and procedures established by a governing body or entity, ensuring compliance with governmental regulations. Coordinates departmental functions and organizes facility programs within established budgets. Provides leadership in long-range strategic planning.

#### **MANAGER (SENIOR HOUSING)**

Responsible for overall management of facility. Enforces organization policies, ensures compliance with regulatory agencies, and is responsible for fiscal control. Organizes facility programs to benefit residents and is responsible for volunteer activities.

#### **ASSISTANT ADMINISTRATOR/ASSISTANT MANAGER (ANY SETTING)**

Assists Facility Administrator in managing operations and maintaining positive staff relationships. May have responsibilities over marketing or other ancillary departments. May be responsible for interviewing, certification, and recertification of residents. May also serve as Director of Resident Programs and Activities. Participates with the Administrator in budget planning and expense control.

**DIRECTOR OF NURSING (DON)**

Plans, supervises and coordinates all resident care and healthcare nursing. Supervises nursing service personnel. Responsible to the Facility Administrator for ensuring compliance with applicable regulations.

**DIRECTOR OF RESIDENTIAL SERVICES**

Plans, organizes and directs social, educational, and recreational programs to meet resident needs, interests and abilities. Reports to Facility Administrator.

**VOLUNTEER DIRECTOR**

Manages recruitment, screening, training, and program activities for all facility volunteers. Monitors volunteer programs and coordinate volunteer activities. Develops collaborative relationships with other organizations and corporations supporting volunteerism or serving as potential sources for volunteers. Acts as a liaison with neighborhood, community groups and agencies to enhance relations.

**ACTIVITY DIRECTOR**

Plans, organizes and directs social, educational, and recreational programs to meet resident needs, interests and abilities. Responsible for the development and implementation of an activities program that meets the needs and interests of residents, both ambulatory and nonambulatory (when applicable). Maintains records of activities provided and resident participation. Participates in resident care planning meetings. Conducts in-service education programs for nursing staff. Develops and maintain contact with community agencies and organizations.

**DIRECTOR OF SOCIAL SERVICES**

Refers and assists residents and families to secure community-based aid and services, such as transportation, not offered by the organization. May work with community programs to bring services on site.

**SOCIAL SERVICES DESIGNEE**

Counsels and aids individuals and families who require assistance. Interviews new residents to assess their psychosocial needs. Obtains information such as medical, psychological, and social factors contributing to the resident's situation, and evaluates resident's capacities. Counsels residents individually, or with family, regarding assessments plans. Aids residents to improve social functioning. May refer resident to community health resources and other organizations.

**ADMISSIONS COORDINATOR**

Assists residents with orientation to organization operation and rules. Assists potential residents with applications and in accessing organization services.

**CHAPLAIN**

Provides religious counseling and guidance to residents, family members and employees. Performs church rites, or arranges for appropriate religious leader to do so, as requested by

patient, resident, or family. May act as liaison between organization staff, family and friends of residents during period of crisis.

## **GENERAL ADMINISTRATION**

Descriptions in this job family are intended to represent staff positions at an individual facility level.

### **ACCOUNTANT**

Performs general accounting activities, including the timely and accurate preparation of financial statements and reports. Prepares and enters standard and adjusting journal entries. Prepares monthly operating reports and allocations. May maintain fixed assets ledger and prepaid accounts. Distributes month-end reports. Maintains assigned balance sheet accounts.

### **DIRECTOR OF HUMAN RESOURCES**

Provides leadership in all aspects of human resource development and management. Provides human resource consultation to managers and to facility administrators and executive directors. Reports to chief executive officer.

### **DIRECTOR OF SALES/MARKETING**

Manages the marketing of services and all business development activities. Ensures that sales personnel have adequate guidance and support to assist them in converting prospects into residents. Develops collateral materials and advertising campaigns to promote the organization's facilities and services.

### **IT COORDINATOR**

Manages the organization's information systems, including the development and implementation of new computer-based applications. Works with users of the organization's information systems to ensure maximum usefulness of information and procedures. Monitors vendors and outside contractors to ensure that performance satisfies contractual agreements.

### **BOOKKEEPER**

Maintains generals and subsidiary ledgers. Issues checks, processes payroll, makes bank deposits and prepares statements.

### **HUMAN RESOURCE ASSISTANT**

Answers routine questions related to employee benefits and established personnel policies and practices. Performs one or more HR generalist activities such as performance appraisal administration, salary administration, pre-screening applicants for employments, and compiling statistics for statutory and internal reports. Performs clerical duties common to personnel administration.

### **ACTIVITY ASSISTANT**

Supervises residents in recreational and educational activities. Escorts residents to and from activities. Leads physical workouts and other group activities. Responsible for general clean-up

of recreational areas and equipment. May be assigned other duties such as driving residents during outdoor activities, mail delivery, etc.

**OFFICE MANAGER**

Completes administrative assignments for facility/organization management. Develops and implements procedures. Supervises and trains office clerical employees. Typically reports to a facility administrator.

**ADMINISTRATIVE ASSISTANT/SUPPORT**

Provides a variety of administrative support including word processing, spreadsheets, presentation graphics; operates office equipment; maintains files and records; orders office supplies; maintains schedules and calendars. This is an intermediate level position, generally requiring at least one year of qualifying experience.

**RECEPTIONIST**

Operates telephone system. Receives visitors. Types letters and correspondence.

**MEDICAL RECORDS DIRECTOR**

Controls and maintains medical records in compliance with accreditation and regulation standards. Coordinates and compiles reports relating to resident programs. Supervises and assigns duties to Medical Records Clerk. May also perform the duties of Medical Records Clerk.

**MEDICAL RECORDS CLERK**

Assembles patient medical records and reviews for completeness. May compile data from medical records for statistical reports. Reviews records for required reports and documents.

**CENTRAL SUPPLY CLERK**

Maintains inventory of supplies and materials. May distribute nursing and medical supplies and materials to departments and staff. Orders supplies and equipment. May sterilize instruments and disinfect equipment.

**VAN DRIVER**

Operates organization van, bus or other vehicle. Transports residents and staff.

**SECURITY PERSON**

Patrols facility or other organization premises. Responds to requests for assistance. May check in guests. May be armed.

**NURSING/HEALTH SERVICES**

The descriptions in this job family match positions associated with resident care.

**ASSISTANT DIRECTOR OF NURSING**

Assists the Director of Nursing in the organization and management of resident services. In larger facilities, may assume responsibility for designated nursing units and staff. Maintains

nursing procedures and techniques. Oversees maintenance of medical records for nursing facility residents.

**SUPERVISOR OF RESIDENTIAL CARE/ASSISTED LIVING**

Plans and supervises all resident nursing care within a RCFE and/or assisted living facility. Coordinates all facets of health care. Supervises nursing service personnel. Responsible to facility administrator, if a SNF is associated with the organization may report to the Director of Nursing (DON).

**EDUCATION/STAFF DEVELOPMENT**

Plans and conducts employee orientations and in-service training. Ensures appropriate records are maintained. May be responsible for Nurse Assistant Certification Program.

**R.N. - CHARGE NURSE**

In addition to RN duties, schedules and directs assignments. Makes rounds to monitor delivery of patient care. Generally reports to Director of Nursing (DON).

**R.N.**

Gives direct care and dispenses medication to residents. Assists doctors, gives emergency first aid and supervises other personnel as assigned. May report to Director of Nursing.

**L.P.N. - CHARGE NURSE**

In addition to LPN duties, schedules and directs assignments of subordinate LPNs. Makes rounds to monitor delivery of resident care. May supervise other nursing service personnel.

**L.P.N.**

Gives direct care, dispenses medication to residents, assists doctors, gives emergency first aid.

**MEDICAL DIRECTOR**

Helps coordinate and evaluate the medical care within the facility by reviewing and evaluating aspects of physician care and practitioner services and helping the facility identify, evaluate and address health care issues related to the quality of care and quality of life of residents.

**MEDICATION AIDE**

Possesses state medication aide certification and is placed on the medication aide registry operated by the Department of Health and Human Services Regulation and Licensure. Provides and documents medication provision.

**NURSE ASSISTANT**

Gives personal care and attention to residents under RN or LPN supervision. This is a non-certified position.

**MDS COORDINATOR**

Responsibilities include overseeing the generation of a Minimum Data Set (MDS) for each Medicare patient and electronic transmission of required data by timeframe mandated by the state.



**RESTORATIVE AID**

Nursing assistant (NA) who has additional specialized training in restorative nursing care. Provides simple technical restorative and rehabilitative nursing care. A restorative nurses aid (RNA) helps residents gain and improved quality of life by increasing their level of strength and mobility. Charts required information and signs entries daily. Documents resident health records as required.

**PERSONAL CARE AIDE**

Provides personal care services to resident, including daily independent living needs such as dressing and personal grooming.

**FOOD SERVICES**

The descriptions in this job family match positions associated with food services.

**DIRECTOR OF FOOD SERVICES/DIETARY MANAGER**

Supervises food service personnel. Plans menus and special functions. Purchases food supplies and requisitions equipment. Instructs personnel in food type and quantity, proper equipment use and care. Prepares work schedules. Reports to Facility Administrator

**DIETICIAN (on staff, do not include consultants)**

Possesses bachelor's degree plus professional registration. Professional work developing, implementing, and evaluating nutritional programs. Checks menus for nutritional value. Counsels staff and residents on dietary plans. May also perform the duties of Dietary Manager.

**CHEF**

Responsible for providing leadership and supervision to all kitchen personnel. Oversees all food production. Accountable for menu planning, food purchasing and forecasting. Maintains high quality food production, storage, sanitation and safety standards. Teaches culinary skills to food production staff. Develops and standardizes recipes. Monitors and complies with food and labor budget.

**DIET TECHNICIAN**

Takes accurate and informative dietary histories and/or makes assessments of patients and residents. Interprets physician's routine dietary orders and modifies diet according to dietary patterns. Verifies accuracy of diets as received by patients. Observes patient's acceptance of diet and makes notations in patient's records. Consults routinely with registered dietitian on the care of the patients.

**COOK**

Responsible for food preparation and cooking. Directs and supervises kitchen employees engaged in food preparation. Requisitions daily supplies, takes food inventory and evaluates kitchen staff work performance.

**DINING ROOM HOST/HOSTESS**

Assists residents and guests to their proper seating assignments in the dining room. Reports absent residents. Inspects table settings and ensures they are complete and clean. Inspects salad bar to ensure cleanliness and that it is well stocked. Ensures that wait staff are meeting residents' needs.

**FOOD SERVICE WORKER**

This position may include some combination of the following: Takes orders and serves meals. May assist in cleanup of service area and equipment. Prepares meal trays in kitchen. Includes

cleaning and dishwashing, tray set-up and delivery. Clears tables after meals. Washes and cleans kitchen equipment.

## **HOUSEKEEPING AND MAINTENANCE**

The descriptions in this job family match positions associated with housekeeping and maintenance.

### **HOUSEKEEPING/LAUNDRY SUPERVISOR/MANAGER**

Supervises housekeeping and laundry personnel and processes. Inspects equipment and requisitions supplies.

### **HOUSEKEEPER/LAUNDRY STAFF**

This position may include some combination of the following: Performs daily cleaning tasks in both the residential and commons areas, including removal of trash. Moves furniture, equipment and supplies. May train and orient new employees. Receives, counts, and sorts clothes. Operates washer and dryer. Checks operation and condition of washers and dryers. May perform mending as needed. Cleans, strips, waxes, and buffs floor surfaces. Uses cleaning equipment and other supplies to maintain clean areas. May dispose of trash, move furniture and perform related tasks.

### **DIRECTOR OF ENVIRONMENTAL SERVICES**

Under the general direction of the administrator, oversees all operations in connection with environmental services of the organization, including maintenance, housekeeping and laundry.

### **MAINTENANCE SUPERVISOR**

Supervises maintenance personnel, trains employees and directs work schedules. May supervise and maintain building security. May perform skilled maintenance tasks.

### **MAINTENANCE ASSISTANT/GROUNDSKEEPER**

Performs various assigned unskilled maintenance tasks not requiring stationery engineer or craft license and makes repairs following general instructions and/or under supervision. Maintains lawns and landscaping areas under supervision. Operates and repairs grounds maintenance equipment. Performs other related duties as assigned.