



MICHAEL ANDERSON

Director of Assisted Living Services

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SUMMARY

Exemplifying exceptional leadership in the realm of assisted living management, this professional has cultivated a robust career marked by strategic development and operational excellence. With over a decade of experience in enhancing resident care and optimizing facility performance, a profound understanding of regulatory compliance and quality assurance has been established.

WORK EXPERIENCE

Director of Assisted Living Services Harmony Senior Living

Jan 2023 - Present

- Implemented comprehensive care plans tailored to individual resident needs.
- Oversaw daily operations, ensuring compliance with state and federal regulations.
- Developed staff training programs that improved resident satisfaction scores by 25%.
- Facilitated monthly family meetings to enhance community engagement.
- Managed a budget exceeding \$2 million, achieving a 15% reduction in costs through strategic resource allocation.
- Collaborated with healthcare professionals to provide holistic resident care.

Assisted Living Coordinator Serenity Care Homes

Jan 2020 - Dec 2022

- Coordinated resident admissions and discharges ensuring seamless transitions.
 - Monitored resident health status and adjusted care plans accordingly.
 - Engaged in community outreach programs to promote facility services.
 - Maintained accurate documentation of care and services provided.
 - Implemented quality improvement initiatives that increased operational efficiency.
 - Trained and supervised a team of caregivers, enhancing service delivery.
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EDUCATION

Master of Health Administration, University of California, 2014

Sep 2019 - Oct 2020

ADDITIONAL INFORMATION

- **Technical Skills:** Leadership, Regulatory Compliance, Budget Management, Staff Development, Quality Assurance, Resident Care
- **Awards/Activities:** Awarded 'Best Assisted Living Facility' by the State Health Board in 2022.
- **Awards/Activities:** Increased resident satisfaction ratings to 95% in annual surveys.
- **Awards/Activities:** Successfully led a project that reduced medication errors by 30%.
- **Languages:** English, Spanish, French