



# MICHAEL ANDERSON

## Residential Care Facility Manager

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### SUMMARY

Highly accomplished Residential Care Facility Manager with over 15 years of extensive experience in leading and managing care services within residential settings. Expertise lies in implementing strategic initiatives that enhance resident care quality while optimizing operational efficiencies. Proven track record of fostering a culture of safety and compliance, ensuring adherence to regulatory standards and best practices.

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### WORK EXPERIENCE

#### Residential Care Facility Manager Sunrise Senior Living

Jan 2023 - Present

- Oversaw daily operations of a 120-bed residential facility, ensuring high standards of care.
- Implemented quality improvement initiatives that increased resident satisfaction scores by 25%.
- Managed a budget exceeding \$3 million, achieving a 15% reduction in operational costs.
- Conducted regular staff training sessions focused on compliance and best caregiving practices.
- Developed and maintained relationships with healthcare providers to facilitate seamless resident care.
- Led a team of 50+ staff members, promoting a positive work environment and reducing turnover by 30%.

#### Assistant Facility Manager Caring Hands Home Services

Jan 2020 - Dec 2022

- Assisted in managing operations for a 70-bed facility, focusing on resident care and staff coordination.
  - Coordinated care plans with healthcare professionals, enhancing service delivery.
  - Participated in regulatory inspections, achieving compliance with state and federal guidelines.
  - Facilitated staff meetings to discuss resident needs and improve service quality.
  - Monitored resident health outcomes, implementing interventions as necessary.
  - Contributed to marketing strategies that increased facility occupancy by 20%.
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### EDUCATION

#### Master of Health Administration, University of Southern California

Sep 2019 - Oct 2020

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### ADDITIONAL INFORMATION

- **Technical Skills:** Leadership, Compliance Management, Budgeting, Quality Improvement, Staff Development, Relationship Management
- **Awards/Activities:** Recognized with the Excellence in Care Award for outstanding service delivery.
- **Awards/Activities:** Successfully led a project that improved care coordination, resulting in a 15% decrease in hospital readmissions.
- **Awards/Activities:** Implemented a resident feedback system, enhancing community engagement and satisfaction.
- **Languages:** English, Spanish, French