

General Information

The First Line Manager Program in Albany will be limited to 13 participants.

Eligibility:

Applicants must be a manager or supervisor in any department of a SNF (Nursing, Dietary, Social Service, Housekeeping, Activities).

Program Fee:

This program is grant funded and offered at no cost. Travel expenses will be the responsibility of the applicant or the applicant's facility.

Certificate of Completion:

The Long Term Care Leadership Institute will award a Certificate of Completion from the Foundation for Quality Care, Inc.

Additional brochures and applications are available at www.thefqc.org

Please send completed application and information to:

Amanda Vandenburg, Program Assistant
Foundation for Quality Care, Inc.
33 Elk Street Suite 300
Albany, NY 12207
Tel: 518-462-4800, Ext. 21
Fax: 1-877-893-5744
avandenburg@thefqc.org

Cancellation Policy

Cancellations must be received ten (10) business days prior to the first day of the program to allow time to offer the slot to another applicant. Cancellations must be sent by fax, email or US Mail.

The following additional information must accompany your application:

- o Letter of Interest describing your experience, level of education, and how the program will assist you with professional development.
- o Letter of Support from your sponsoring facility's administrator.

**APPLICATION DEADLINE
WEDNESDAY AUGUST 8, 2018**

The program is funded by the following grant:
NYS Department of Health and Department of Labor Health Workforce Retraining Initiative (HWRD)

Long Term Care
Leadership Institute



2018 ALBANY FIRST LINE MANAGER TRAINING PROGRAM

This program is offered for all Long Term Care Department Managers and Supervisors in Skilled Nursing Facilities

Presented by

FQC

Foundation for Quality Care
an affiliate of NYSIFA



COURSE OUTLINE

Session 1: September 12, 2018

- o Leadership Competencies
- o Multi-generation Workforce
- o Modified Myers-Briggs

Session 2: September 20, 2018

- o Supervision in Long Term Care: Defining Responsibilities

Session 3: September 27, 2018

- o Time and Stress Management
- o Documentation Systems

Session 4: October 4, 2018

- o Communication and Leadership
- o Conducting Effective Meetings

Session 5: October 10, 2018

- o Coaching and Performance Appraisals
- o Delegation
- o Coaching Practice

Session 6: October 25, 2018

- o Preventing and Solving Problems
- o Cultural Competencies

Session 7: November 1, 2018

- o Conflict Prevention and Resolution
- o Sexual Harassment Prevention Strategies

Session 8: November 8, 2018

- o Team Building
- o Continuous Quality Improvement

It is widely accepted that Skilled Nursing Facilities (SNF) are leading providers of quality health care in the United States. Given this fact, dynamic and results-oriented leaders are essential. Managers & Supervisors in all departments serve a vital role in ensuring quality care for residents in long term care facilities.

The Foundation for Quality Care has been awarded grant funding for the First Line Manager program for all department managers and supervisors.

This eight day program will provide the opportunity to learn new leadership skills, fine-tune existing knowledge, explore supervisory strategies, and operationally apply the skills and competencies that are needed to be an effective First Line Manager/Supervisor in today's SNF setting.

WHAT YOU WILL TAKE AWAY

- o Identify and develop competencies of a First Line Manager/Supervisor.
- o Gain insight and information related to the principles of supervision and Quality Improvement needed for First Line Managers/Supervisors.
- o Obtain practical, working knowledge for a First Line Manager/Supervisor in today's SNF environment.
- o Certificate will be issued upon successful program completion.

Upon completion of this program, participants will be able to:

- o Identify and enhance the responsibilities and competencies needed to be an effective First Line Manager/Supervisor.
- o Identify effective communication skills related to effective meetings, delegation of tasks and team building.
- o Demonstrate coaching and problem solving skills.
- o Critically examine "real life" supervisory scenarios and conflict resolution.
- o Assess the role of the first line manager in continuous quality improvement.

PROGRAM COORDINATORS

Nancy Leveille, RN, MS
Executive Director

Foundation for Quality Care

Lisa Volk, RN, B.P.S., LNHA

Director, Clinical & Quality Services

New York State Health Facilities Association

LOCATION:

NYSHFA Office

33 Elk St., Suite 300

Albany, NY 12207





LONG TERM CARE LEADERSHIP INSTITUTE 2018 ALBANY FIRST LINE MANAGER PROGRAM APPLICATION

APPLICANT NAME:	APPLICANT TITLE:		
ORGANIZATION NAME:	ORGANIZATION'S TELEPHONE NUMBER:		
ORGANIZATION'S STREET ADDRESS:	CITY:	STATE:	ZIP CODE:
APPLICANT'S HOME ADDRESS:	CITY:	STATE:	ZIP CODE:
CELL PHONE #:	EMAIL ADDRESS (REQUIRED):		
HOME PHONE #:			
ADMINISTRATOR'S NAME:	ADMINISTRATOR'S EMAIL ADDRESS:		

APPLICANT MUST BE EMPLOYED IN A SNF IN ONE OF THE FOLLOWING COUNTIES: ALBANY, CLINTON, COLUMBIA, DELAWARE, DUTCHESS, ESSEX, FULTON, GREEN, MONTGOMERY, ORANGE, PUTNAM, RENSSELAER, ROCKLAND, SARATOGA, SCHENECTADY, SCHOHARIE, SULLIVAN, ULSTER, WARREN, WASHINGTON, WESTCHESTER

NYS RN OR LPN LICENSE NUMBER & EXPIRATION DATE: (REQUIRED):

The following additional information must accompany your Application:

- ◆ **Letter of Interest** describing your experience, level of education, and how the program will assist you with professional development.
- ◆ **Letter of Support** from the sponsoring facility's Administrator (including statement of commitment to attend all eight sessions).

Applicant must be a manager or supervisor working in a Skilled Nursing Facility.

**Application
Deadline
Wednesday
August 8, 2018**

Please Email / Fax / Mail
Completed Application
and additional documentation to:
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