

LINDA A. JOHNSON

1726 W. Desperado Way • Phoenix, AZ 85383 • (623) 512-3314 • lajohnson25@hotmail.com

CERTIFIED ASSISTED LIVING MANAGER

AREAS OF EMPHASIS – SKILLED NURSING, ASSISTED LIVING, MEMORY CARE FACILITIES

Skilled Assisted Living professional with more than 11 years of experience working in skilled nursing, assisted living, and memory care facilities seeking an Operations Management role. Capable and prepared to oversee management of resident services, personnel, medication, financial controls, and the physical environment. Strong understanding of legal concerns and regulatory compliance. Background includes 13 years of experience in management roles. Dedicated leader with excellent communication skills and a proven track record of success supervising employees, ensuring compliance, and maintaining budget and cost objectives. **Additional professional credentials include an Assisted Living Caregiver Certification and Bachelor of Science degree in Nutrition.**

AREAS OF EXPERTISE

Assisted Living Facilities
Employee Training
Financial Management & Budgeting

Resident Services Management
Medication Management
Federal, State & Local Regulations

Personnel Management
Compliance
Electronic Medical Records

EDUCATION & CERTIFICATIONS

ARIZONA STATE UNIVERSITY, Mesa, AZ
Bachelor of Science degree in Nutrition, 2002

Assisted Living Manager Certificate, State of Arizona, NCIA/ALFM Board of Examiners, March 2015

Assisted Living Caregiver Certificate, State of Arizona, NCIA/ALFM Board of Examiners, September 2014

CPR/A.E.D. and First Aid Certification

EXPERIENCE

ACACIA HEALTH CENTER AT SAGEWOOD, Phoenix, AZ 2011 – 2016
An assisted living community offering independent living and a full continuum of quality, long-term health care.

Dietary Manager

- Supervise food production, ensure timely meal service, and monitor all food services for adherence to nutritional, safety, sanitation, and quality standards.
- Effectively coordinate on a daily basis with all the interdisciplinary team (highly versed in functions and responsibilities of all departments).
- Maintain cost records according to budgeted guidelines.
- Hire, train, and educate new personnel; conduct monthly in-service training sessions for new employees.
- Collaborate closely with nursing staff to ensure all dietary information is attained and accurately documented into the company's electronic charting system.

Key Accomplishments

- Achieved a "Deficiency Free" rating on annual state surveys in 2012, 2013, 2014, and 2015.
- Part of the initial team that opened the Acacia Health Center in January 2012.

GRANDVIEW TERRACE CARE CENTER, Sun City West, AZ 2007 – 2011
An assisted living community offering independent living and a full continuum of quality, long-term health care.

Dietary Manager

- Selected, trained, and effectively supervised a staff of 26 food service employees that provided meals and dietary support services in a skilled nursing/assisted living community.
- Maintained the dietary department in an "inspection ready" state at all times, assuring compliance with federal, state, and local regulations.

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(Dietary Manager continued)

- Coordinated closely with physicians and nursing staff to ensure all dietary needs were met for all residents.
- Operated department in strict accordance with budgetary guidelines, while meeting high food quality and customer service standards.

Key Accomplishments

- Reduced staff turnover rates by 55% from 2008 to 2009 through effective leadership and communication.
- Achieved a “Zero Deficiency” rating on state inspections in 2008, 2009, 2010, and 2011.

FOSTER FARMS, Livingston, CA

2004 – 2006

A leading provider of locally raised and American Human Certified organic fresh chicken.

Marketplace Quality Assurance Manager

- Performed field quality checks in all major grocery chains and Costco warehouses throughout Arizona.
- Responded to customer complaints, and built and maintained strong relationships with meat and deli managers and local regulatory agencies.
- Educated meat managers on proper food handling and safety techniques.
- Submitted daily reports of field check results to validate compliance.

Key Accomplishment

- Achieved a bonus for 100% accomplishment of annual goals and objectives in 2004, 2005, and 2006.

BAPTIST VILLAGE SUN RIDGE, Sun City, AZ

2002 – 2004

An assisted living facility.

Director of Dining Services

- Promoted resident satisfaction in a retirement and assisted-living community by providing high quality, nutritious meals and service to all residents.
- Trained and supervised a staff of 8 food service workers.
- Responsible for performing quarterly and annual dietary assessments for all residents.
- Participated in and provided direction within weekly care planning meetings with all department heads.
- Responsible for managing the department under budget and maintaining an “inspection-ready” state at all times.

Key Accomplishments

- Improved annual resident satisfaction survey results by 33% from 2003 to 2004.
- Achieved a “Zero Deficiency” rating from state inspectors in 2004.

COMPUTER SKILLS& OTHER

*Microsoft Word, Excel, Outlook, PowerPoint, Electronic Medical Records Systems
Current Fingerprint Clearance Card*