

JOB DESCRIPTION					
TITLE: Clinical Team Manager – Palliative Care / Hospice		DEPARTMENT: Hospice and Palliative Care		EFFECTIVE DATE:06/20/02 REVISED: 06/19/03 REVISED: 06/13/12, 7/25/17	
JOB CODE: 341	GRADE: E5	BENEFITS:	FLSA STATUS:	EEO STATUS:	PAGE:

FUNCTION:

Provide direct supervision to assigned visiting staff in collaboration with the Director of Hospice and Palliative Care. Responsible for the coordination of patient services to ensure the delivery of high quality, cost effective care according to policies and procedures of the agency, while maintaining patient/family centered care. Provide a supportive and mentoring environment for staff.

REPORTS TO:

Director of Hospice and Palliative Care

HOURS:

Full Time

RELATIONSHIPS:

Patients and family members, physicians, Care Coordination Department, HHA Services, Administration, Hospice Leadership, other Clinical Managers and specialists, other UR Medicine Home Care Departments, and community agencies/providers.

MANAGES/COACHES:

PHV Staff, Care Team Coordinator and Clinical Patient Service Coordinator.

RESPONSIBILITIES:

I. Clinical Practice Management

- a. Assumes twenty-four hour accountability for the supervision of PHV staff assigned to the team. Ensures that PHV staff competencies are completed as required by regulation and that staff adhere to agency standards. Initiates quality improvements plan with staff not meeting these standards.
- b. Administers and directs all day-to-day operations of the assigned team. Ensures the care provided to patients assigned to her/his team meets agency and regulatory standards of quality care. Assumes twenty-four hour accountability for, and oversight of, all care management. Monitors and evaluates patient and employee satisfaction and develops plans to meet agency goals for these measures.
- c. Provides leadership to ensure appropriate interdisciplinary communication, collaborative work relationships, and a customer-oriented environment responsive to the needs of all external/internal customers including monitoring customer satisfaction with Palliative Care and Hospice services and recommends and implements changes in

operations as necessary.

d. Establishes and ensures a safe work environment for staff to prevent injuries from occurring or recurring. Ensures safe practices in delivery of care to patients and adherence to agency standards for work performance.

e. Is the primary back-up to the Director of Hospice and Palliative Care Services

II. Clinical Business Management

a. Ensures that services provided are fiscally responsible and within the standards set by the agency and regulatory bodies, including the development and oversight of the program budget, monitoring of productivity standards, visit authorizations and Charity Care

b. Using data and analysis, collaborates with a interdisciplinary team for strategic planning, improving outcomes and fiscal health of the agency.

c. Contributes to the agency's marketing efforts, recognizing new opportunities and ventures as they arise, assuring viability and growth of the agency.

d. Takes an active role in collaborating with admissions and case management staff on all team based patients from referral to discharge via case conference every 2 weeks and per communication as needed.

III. Professional Accountabilities:

a. Assists staff in their professional and career development, and clinical leadership through mentoring and coaching.

b. Independently pursues professional and career development opportunities to keep abreast of changes and trends within the home care and hospice field.

c. Establishes, coordinates and chairs team meetings for the purpose of education, agency/clinical operations communication, and interdisciplinary patient conference.

d. Serves as a professional role model and mentor for staff.

e. Demonstrates ICARE values and qualities in every interaction both externally and internally.

f. Responsible for the Key Performance Indicators (KPI's) established by their manager.

QUALIFICATIONS:

1. NYS licensed and currently Registered Professional Nurse.

2. The following combination of education, experience and/or training:

(a) four years' experience in home care; and

(b) six credit hours, or the equivalent, of education/training in public health and principles of management.

3. Bachelor's degree in nursing from an accredited program required
4. Demonstrated effective leadership; organizational, team building and teaching skills, and ability to anticipate and proactively prevent problems.
5. Ability to work with patients, families, and staff from diverse backgrounds.
6. Outstanding interpersonal and communication skills both verbal and written.
7. Strong analytical skills to detect and analyze trends: clinical, financial and programmatic.
8. Excellent working knowledge of regulatory standards and reimbursement issues in-home care.
9. Knowledge of research principles.
10. Demonstrates ability to work with computers.

APPROVALS		
DEPARTMENT:	ADMINISTRATION:	HUMAN RESOURCES:

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