



JOB TITLE: Director of Hospice & Palliative Care

STATUS: Salary/Exempt
SUPERVISOR: Executive Director
CREATED: April 2019

Coastal Home Health & Hospice is an equal opportunity employer: CHHH does not discriminate against applicants or employees based on race, color, sex, religion, age, national origin, physical or mental disability, sexual orientation or gender identity, family relationship, marital status, veteran status, military service, employment status, or any other classification protected by local, state, or federal law.

If an employee needs an accommodation to perform the essential functions of the job as outlined below, he or she should notify his or her supervisor or the Executive Director. CHHH will work with the employee to evaluate whether there is a reasonable accommodation that does not pose an undue hardship on the company.

This position is exempt from overtime under state and Federal wage and hour laws. Occasionally, the demands of the job may require working late and/or being available by phone and/or email in the evening or on the weekend. If that occurs, no overtime wages will be paid, as the salary level is intended to compensate for the level of responsibility. All employees, whether exempt or non-exempt, are expected to adhere to their schedule, and to follow attendance policies if they are going to be late or miss work. For all exempt employees, partial day absences will not affect compensation, unless the absence qualifies as medical leave under the Federal FMLA and the employee has exhausted all paid leave.

POSITION SUMMARY:

Serves as director of hospice and palliative care services, assuming major responsibility for the coordination, development, evaluation and supervision of both programs. Directly supervises all clinical and ancillary support staff. Assumes primary responsibility for monitoring and compliance of the hospice and palliative care programs with all applicable standards, regulations and requirements. Functions as liaison between hospitals, clinics, and the community for patients receiving services. Ensures high quality patient care, community access to services, and community education in end-of-life care.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

Including, but not limited to the following:

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1. Provides care coordination and supervision of hospice and palliative care provision by all disciplines, assuring high quality patient care, and community access to services.
2. Assures compliance with care plan and documentation to support services.
3. Performs review of all initial and recertification assessments; determines level of services and resources to be provided; assures resources (financial and staff) are adequate to meet patient and agency needs.
4. Ensures that current policies and procedures are consistently followed.
5. Responsible for supervising, orientation and competency evaluation of all Hospice staff. Provides mentoring through education, general meetings, timely evaluations, in-service training and management of productivity expectations. Participates in interviewing and hiring new associates.
6. Acts as liaison between programs and other health care providers of the community including physicians, hospitals, nursing facilities, discharge planners, and other community resources. Interfaces with insurance providers and other payer sources as needed.
7. Assists with maintaining the Hospice agency in a state of survey readiness at all times. Ensures the agency and all programs comply with state, local, accrediting body, and federal regulatory requirements.
8. Collaborates with QAPI Coordinator in QA/PI activities to assure highest standards of care and patient outcomes. Participates in agency annual self-evaluation process.
9. Demonstrates continued professional growth and development through participation in education programs and review of current health care literature, to ensure provision of excellent clinical care and to serve as a resource to staff.
10. Member of Hospice Advisory Board, attending regular meetings and providing input to others on Board.
11. Provides supervisory back up for 24- hour call staff.
12. Assists in administrative duties and acts as the Alternate Administrator in the absence of the Executive Director.
13. Participates as a member of the clinical management team in planning for program development, implementation, staffing and budgetary decisions.
14. Authorized to originate or transfer either Clinical or Financial Protected Health Information (PHI) within the guidelines of agency Privacy Practices.
15. Assists Executive Director with public relations, community presentations and marketing as needed.
16. Leads IDG in hospice policy setting and program planning, including development of forms and procedures.
17. Facilitates Hospice IDT meetings. Assures Care Plans are coordinated and in adherence to agency policies and federal/state regulations.
18. Coordinates patient care by all service disciplines in all care settings. Coordinates changes in levels of care, transfers and discharges. Assures coordination of nursing, psychosocial and spiritual assessments.
19. Works with the Intake Coordinator to ensure referrals are appropriate for the applicable service line.
20. Develops/coordinates appropriate in-services and continuing education for the hospice and palliative care staff.

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21. Authorized to approve drugs, biologicals, DME, labs, treatments, or other items supplied for patient for payment by hospice program.
22. Completes performance evaluation on all clinical staff.
23. May be required to provide direct patient care, on call and/or manage a caseload as well as complete admissions.
24. Other duties as assigned by the Executive Director.

SUPERVISORY RESPONSIBILITIES:

Responsible for direct supervision and evaluation of all clinical and ancillary support staff. Maintains accountability for all clinical and ancillary support staff and initiates the corrective action process as needed.

REQUIRED KNOWLEDGE AND BASIC SKILLS:

Knowledge of-

- Nursing principles, practices, procedures, and nursing process.
- Familiarity with and commitment to the agency mission.
- Medical terminology, drug actions and interventions and medical record keeping practices.
- Thorough understanding of family and team dynamics and the ability to relate supportively to both patient and family.
- Medicare and licensure regulations, standards, policies and procedures as related to Hospice services.
- Principles of supervision and personnel practices, along with good verbal and written communication skills.

Ability to-

- Accept responsibility, exercise leadership and provide care delivery management for the hospice and palliative care programs.
- Plan, organize and direct the work of others to meet overall objective and goals.
- Function in high stress situations and manage multiple priorities.
- Identify and use various resources of public and private agencies to engage services related to hospice and palliative care.
- Implement standing orders and carry out instructions while exercising judgment within the scope of the position and established nursing practices.
- Assess patient health problems and condition changes and accurately reflect this information in written and oral reports.
- Supervise the performance of professional and ancillary health care personnel.
- Deal tactfully with and maintain an empathetic attitude toward the patient/family.
- Adapt nursing care to the emotional needs and behavior of patients.
- Coordinate patient services to provide optimal comprehensive care.

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- Read, write, and verbally communicate effectively in English.
- Establish and maintain effective working relationships with the Executive Director, staff, physicians and representatives of other health care agencies.

EDUCATION AND/OR EXPERIENCE & QUALIFICATIONS:

- Graduate from an approved school of nursing.
- Minimum one-year acute care nursing experience; two years of recent home care experience; two years of progressively responsible experience in Hospice, which includes at least two years of supervisory experience; or any satisfactory equivalent of experience and training which demonstrates an ability to perform the above described duties.
- Possession of current Oregon Registered Nurse License.
- Current Driver's License.

PHYSICAL DEMANDS/REQUIREMENTS:

- Position requires professional and personal skills to cope with stress consequent to work that involves a high degree of mental, emotional and physical demands.
- Regularly required to use hands to reach, write, utilize telephone and computer, at times for extensive periods; sitting and standing frequently required. Occasionally required to walk, stoop, kneel, crouch or climb stairs. Ability to work flexible hours, including the sharing of 24-hour call. Physical requirements may include patient lifting, repositioning, etc.
- Ability to drive in a variety of adverse weather conditions, occasionally for lengthy distances or at night.
- Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

WORK CONDITIONS/ENVIRONMENT:

- The noise level in the work environment is usually moderate.
- Employee may encounter various environmental situations in individual patient homes, including odors, tobacco smoke or animals.
- Tasks may involve exposure to blood and body fluids.
- Primary work location will be out of the Gold Beach and Brookings office with travel required.
- Working hours are generally 8:00 a.m. to 5:00 p.m. Monday through Friday.
- Employee will occasionally be required to work weekends, holidays or other hours.
- Required to be available on-call through answering service.

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Employee: _____

Job Description Acknowledgement

The contents of the attached job description have been discussed with me, and I acknowledge that I have received a copy thereof.

I understand that job descriptions include a summary of job requirements, duties and responsibilities; qualifications, supervisory roles, work environment, and other factors relevant to the position, but do not necessarily cover every task or duty which might be assigned to me as an employee of this agency, and additional responsibilities may be added as necessary.

Based on the duties outlined in the attached job description, I acknowledge I am able to perform the functions of this job with or without reasonable accommodation.

Please explain if necessary:

Job descriptions do not form a contract of employment nor in any way alter the “at-will” employment relationship.

Signature:

Date:
