

Hospice of Southern Maine

Position Description

Title:	Clinical Nurse Manager	Reports to:	Clinical Services Director
Primary Location:	Home Program	FLSA Class:	Exempt
Supervises:	RN-Case Managers, On-Call/Triage RNs, Team Support Nurses, Hospice Aides, Team Assistants	Effective Date:	04/2019

Position Summary:

The Clinical Nurse Manager is responsible for assisting the Clinical Services Director in the daily management and coordination of the Home Program nursing services. This position is also responsible for facilitating communication and providing leadership to Home Program staff.

Qualifications:

- Education:** Graduate of an NLN accredited nursing program. Associates degree in Nursing required, Bachelor's degree preferred; CHPN, OCN or Board certification in Geriatric Nursing preferred.
- Experience:** Minimum of 3 years of experience managing/supervising employees required. Minimum of 1 to 3 years of progressively responsible experience in oncology and/or hospice; case management experience (hospice or home care) required.
- License/Certification:** Registered Nurse licensure by the State of Maine; valid driver's license with an automobile that is insured in accordance with state and/or agency requirements and is in good working order. BLS certification or the ability to obtain certification within the first 90 days of employment required. Certification must be kept active during the course of employment.

Essential Duties & Responsibilities:

- Manages and coordinates the nursing services of the Home Program:
 - Hires and retains qualified staff to effectively care for the patient population.
 - Demonstrates fiscal accountability for the Home Program nursing services by monitoring the costs of providing care including, but not limited to: medical supplies, medication costs staffing to census, productivity, overtime, and caseloads and is an efficient steward of resources.
 - Provides leadership and clinical guidance to staff.
 - Assists in the ongoing implementation of processes and procedures that will improve efficiency and best practice(s).
 - Delegates responsibility and work appropriately.
 - Conducts regular staff meetings and assists with changes in policy and procedures to ensure regulatory compliance.
 - Articulates needs of patients transferring between levels of care to staff and promotes continuity of care.
 - Assures that all documentation meets requirements for accuracy and timeliness, and reflects continuity of care and level of care, billing requirements, patient/care giver needs, and confidentiality.
 - Completes employee evaluations on time. Conducts employee coaching and performance improvement activities as necessary.
 - Completes co-visits with staff on a regular basis.
 - Timely responds to, documents, and escalates all complaints/incidents as needed.
 - Facilitates patient care and quality management activities by assuring staff participation in quality improvement, utilization review, and risk management related activities.
 - Provides IDT facilitation as needed.

- Utilizes basic computer skills to access medication information and document in electronic medical record as required. Provides leadership and support for staff related to EMR.
2. Collaboratively plans for and participates in the orientation and preceptorship of all assigned employees in the Home Program.
 3. Assures adequate scheduling of assigned employees in the Home Program.
 4. Ensures interdisciplinary team approach is maintained with all team members of the Home Program with the goal of functioning as one team with one voice.
 5. Collaborates with Clinical Services Director and Clinical Educator to ensure clinical competencies are met for all clinical staff.
 6. Utilizes expertise in patient care to support and facilitate best possible outcomes.
 7. Performs other duties as assigned.

Other Job Functions:

The following is a list of responsibilities of this position, but is not intended to cover all duties that this position may be required to perform from time to time.

1. Shares expertise with others through in-service and collaboration.
2. Works with diverse social and economic situations without imposing own values; maintains appropriate professional boundaries.
3. Provides occasional coverage for RN direct care duties during regular business hours.
4. Demonstrates understanding of hospice philosophy.
5. Demonstrates understanding of team approach and communication.
6. Contributes to positive atmosphere; demonstrates positive interactions with internal and external customers.
7. Demonstrates ability to lead and be a productive member of a high performing team.
8. Provides timely and appropriate response to internal and external customer needs.
9. Participates in meetings and quality assurance and program improvement activities as required and necessary.
10. Offers suggestions to improve policies, procedures, and services in appropriate manner and time.
11. Demonstrates knowledge and support of agency's safety and OSHA policies. Demonstrates use of safety judgment on a case-by-case basis. Utilizes proper body mechanics and safe working techniques and reports unsafe environments/practices to supervisor in a timely manner.
12. Demonstrates understanding of HIPAA Privacy Standards and related Agency policies.
13. Acts in a manner consistent with the Code of Conduct outlined in the Agency's Corporate Compliance Program.
14. Demonstrates understanding and compliance with agency policies, including but not limited to, documentation, continuing education, attendance/work schedules and required HR documentation, State and Federal policies and procedures, laws and regulations.

Required Skills, Abilities & Knowledge:

1. Excellent written and verbal communication and public relations skills.
2. Ability to promote and foster team atmosphere.
3. Flexible and reliable.
4. Understanding of applicable regulatory guidelines.
5. Ability to focus on the objective of the position.
6. Creative in thought and in implementation.
7. Ability to work well in settings presenting diverse physical conditions and socio-cultural environments.
8. Leadership skills to facilitate appropriate direction and supervision to staff.
9. Comfortable dealing with conflict and staff challenges.
10. Self confident and driven with an ability to establish direction and work with minimal guidance and support.
11. Able to manage multiple and competing priorities.
12. Excellent time management and organizational skills.
13. Presents as a business professional.
14. Ability to adapt to changing Agency priorities.
15. Demonstrated understanding of, and ability to effectively use, various computer software applications, including an electronic medical record, and Microsoft Word, Excel and Outlook.

Physical Requirements:

The physical requirements described are representative of those that must be met to successfully perform the essential responsibilities of this position. Reasonable accommodations may be made.

Ability to complete and pass an annual respirator fit test required.

	Occasional (25%)	Frequent (50%)	Continuous (75%)
Lift or transfer			
Up to 10 lbs.			X
11-20 lbs.		X	
21-35 lbs.		X	
Carry		X	
Push or pull		X	
Climb	X		
Reach		X	
Stoop or bend		X	
Crouch		X	
Kneel		X	
Handle or feel		X	
Talk			X
Hear			X
See			X
Sit, walk, stand			X
Distinguish smell/temperature		X	
Exposure to blood borne pathogens and infectious disease			X
Exposure to hazardous materials	X		
Driving	X		
Repetitive Motion			X

Visual Requirements:

1. The worker deals with office and/or medical equipment at or within arm’s reach.
2. Must be able to see to drive, complete appropriate documentation, and assess patient condition and function.

Mental Requirements:

1. Requires the ability to plan and perform a wide variety of duties requiring extensive knowledge of policies and procedures. Requires considerable judgment to work independently toward general results, devising methods, modifying or adapting standard procedures to meet different conditions, making decisions based on precedent and policy.

This job description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required of the employee or for this job. Duties, responsibilities and activities may change at any time with or without notice.

Employee’s Signature _____ Date _____