

# Hospice of Southern Maine

## Position Description

<b>Title:</b>	Clinical Services Director	<b>Reports to:</b>	Chief Executive Officer
<b>Primary Location:</b>	Main Office	<b>FSLA Class:</b>	Exempt
<b>Supervises:</b>	Clinical Nurse Manager, Access Manager, House Manager, Social Services Manager, NP Supervisor, Volunteer Services Manager, & End-Of Life Educator & Bereavement Services Manager	<b>Effective Date:</b>	05/22/2019

### Position Summary:

Reporting to the Chief Executive Officer (CEO), the Clinical Services Director (CSD) oversees all clinical services for Hospice of Southern Maine. This is a senior leadership position, responsible for the effective clinical, operational and financial performance of Clinical Services at HSM. The CSD oversees almost two thirds of the HSM workforce, including a budget of approximately \$15M, and serves as a leader and clinical role model throughout the organization. S/he collaborates with all members of the leadership team, providing a clinical perspective to support organizational goals in many dimensions, including medical direction, finance, fundraising, human resources, quality, education, and information technology. S/he will participate in developing strategies to meet the changing hospice needs of our community, helping to grow the organization to meet community demand.

### Qualifications:

**Education:** Bachelor's in Nursing degree required. Master's degree in health care administration, nursing, business or related field preferred.

**Experience:** Minimum of 5 years of senior level management experience required, including experience serving as a member of the senior-most leadership team. 3 years of experience in a hospice or palliative care setting preferred. Demonstrated experience in leading change, inspiring people, improving efficiency, and meeting or exceeding budgets is required.

A combination of equivalent education and experience may be considered.

**License/Certification:** Active APRN-CNP and/or Registered Nurse License in the State of Maine. Certification in Hospice and Palliative Care required. If not certified, certification must be secured within two years. Valid driver's license with a vehicle that is insured in accordance with state and/or agency requirements and is in good working order.

### Essential Duties & Responsibilities:

1. Demonstrates commitment to HSMs mission and core values.
2. Holds responsibility for building and executing on an annual budget of approximately \$15M.
3. Oversees selection, onboarding, development, performance management, employee engagement, and retention of all clinical leaders and staff.
4. Ensures the organization continually meets or exceeds both state and federal clinical quality, accreditation and regulatory standards.
5. Ensures continuous improvement in organizational processes and efficiency.
6. In partnership with the Finance and IT Director, serves as second-in-command in the absence of the CEO.
7. Demonstrates integrity, strives for excellence in his/her work and has experience leading others to new levels of effectiveness and programmatic impact.

8. Provides effective and inspiring leadership as well as stewardship by being actively involved in all programs and services.
9. Implements and leads a continuous quality improvement process throughout the areas supervised, focusing on systems/process improvement.
10. Promotes regular and ongoing communication and feedback on program operations.
11. Develops strategies and initiatives to help Hospice flourish and grow in a changing health care services environment.
12. Supports all quality assurance programs and the maintenance and development of revenue streams to sustain Hospice.
13. Responsible for the coordination and delivery of high quality, efficient care for patients and families. Promotes and fosters an interdisciplinary approach to family-focused patient care and strong relationships with community providers.
14. Provides an integrated team process for leadership team members in the areas of responsibility.
15. Skillfully presents timely information to the Board of Directors and maintains positive relationships with community members and referral sources.
16. Partners with the CEO to represent Hospice of Southern Maine with external groups, including but not limited to: community, government, and private organizations.
17. Builds an effective and efficient staffing model to enhance the overall organizations objectives.
18. Develops short and long term goals and objectives as they correlate to the organizations strategic plan and mission, which includes processes for accomplishments.
19. Measures the effectiveness of all internal and external processes as it relates to Clinical and Bereavement Services.
20. Provides timely, accurate and complete reports on the operating condition of the Hospice.
21. Oversees and coordinates the financial operations in conjunction with the Finance & IS Director.
22. Ensures that all program activities in areas supervised operate consistently and ethically within the mission, vision and values of the organization.
23. Reviews, negotiates and approves contracts within scope of position with the CEO and Finance & IT Director.
24. Participates collaboratively with the senior leadership team.
25. Leads and coordinates the research, planning, design, implementation and evaluation of projects and organizational change efforts.
26. 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 inservice and collaboration.
2. Works with diverse social and economic situations without imposing own values; maintains appropriate professional boundaries.
3. Demonstrates understanding of hospice philosophy.
4. Demonstrates understanding of team approach and communication.
5. Contributes to positive atmosphere; demonstrates positive interactions with internal and external customers.
6. Demonstrates ability to lead and be a productive member of a high performing team.
7. Provides timely and appropriate response to internal and external customer needs.
8. Participates in meetings and quality assurance and program improvement activities as required and necessary.
9. Offers suggestions to improve policies, procedures, and services in appropriate manner and time.
10. 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.
11. Demonstrates understanding of, and acts in accordance with, HIPAA regulations, corporate compliance, code of conduct and related agency policies.
12. Acts in a manner consistent with the Code of Conduct outlined in the Agency's Corporate Compliance Program.
13. 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.
14. Attends agency functions as needed outside of normal office hours.

**Required Skills, Abilities & Knowledge:**

1. Proven track record regarding certification/accreditation processes and requirements whether mandated or voluntary in nature.
2. Proven ability to establish, and successfully achieve a strategic vision.
3. Proven track record with physician relation models
4. Track record of developing and managing a high performing team.
5. Demonstrated leadership skills to facilitate appropriate direction and supervision.
6. Productive history developing and managing financial and operational goals and objectives, which includes clear understanding of budgetary issues and productivity standards.
7. Success developing and implementing program infrastructure and standards.
8. Outstanding interpersonal skills.
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. Ability to be at ease presenting and communicating to and with various audiences (small and large venues).
12. Flexible and able to manage multiple and competing priorities.
13. Experience and success working productively with and leveraging a Board of Directors.
14. Sophistication using a wide array of software applications.

**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.

	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		
Repetitive Motion		X	

**Visual Requirements:**

1. The worker deals with office and/or medical equipment at or within arms reach.
2. Must be able to see to drive and to create, complete and read documentation.

**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 \_\_\_\_\_**