

**BROCKTON VISITING NURSE ASSOCIATION
JOB DESCRIPTION**

TITLE: CLINICAL MANAGER

POSITION SUMMARY:

The Clinical Manager (CM) is responsible for managing the patients serviced by the clinical interdisciplinary team, including the planning, organizing and leading of the team members in the provision of superior and customer oriented clinical services. The CM, drives performance based on operational indicators, utilizes metrics from Netsmart, Home Health Gold (HHG) and Strategic Healthcare Programs (SHP), supports provider staff to manage their daily caseloads, ensures clinician competency, manages staff performance, and fosters care collaboration between disciplines.

RESPONSIBILITIES:

- Serves as a role model for the BVNA values of Partnership, Ownership, Excellence, Client-Focus and Innovation.
- Sets the expectations for job performance, teamwork, positive attitudes, and high morale.
- Schedules regular meetings with case managers, pods, and team.
- Schedules regular joint visits in the field to observe clinical care and POC usage.
- Educates each clinical provider about the operational and quality metrics as applicable for his/her caseload and staying within those designated metrics.
- Holds each clinician accountable in all aspects of providing care including productivity, obtaining physician orders, reporting off to peers, documenting of home visits within twenty-four hours and verification of visits, etc.
- Maintains ongoing communication with each clinician about caseload, benchmarking scores, conditions of participation, care standards, and management of documentation.
- Works with each clinical provider to improve or maintain the team's benchmarking scores.
- Participates in the Lean Healthcare Program to design and revise processes and BVNA systems.
- Manages clinician attendance at educational in-services, team meetings and case conferences.
- Collaborates with Education department.
- Actively participates in the orientation process of clinical providers in conjunction with the preceptor program.
- Takes appropriate action, with HR and clinical management support, with issues, concerns or when departmental policies or professional standards are not followed.
- Participates in performance improvement activities collaborating with Education, HR and Sr. Leaders.
- Holds staff accountable to all productivity standards.
- Knowledge of Home Health Gold, SHP, and Netsmart.
- Is responsible for maintaining state licensing that is current and in good standing
- Responsible for interdisciplinary assessment

- Participates in rotating weekend manager coverage.
- Required to participate in Quality Assessment Performance Improvement Program and HHA sponsored in-service Training

QUALIFICATIONS / PROFESSIONAL REQUIREMENTS

- Current Massachusetts RN or Therapy license
- Baccalaureate degree in Nursing or Physical Therapy, Occupational Therapy, or Speech Language Pathology
- Four years' experience in home care, or the following combination of education, experience, and/or training:
 - a. Four years' experience in home care, and six credit hours or,
 - b. the equivalent of education/training in public health and principles of management
- Skilled in communication with both internal and external customer
- Able to coordinate the resources of the Agency
- Able to facilitate cooperation and communication among team members
- Demonstrates leadership abilities
- Computer skills

STANDARDS:

Demonstrates a commitment to the provision of superior home health services, community education, and health promotion outlined in the Mission Statement, and to our values. Demonstrates skills to assist clinicians and to follow through to meet deadlines and timeframes. All employees of BNVA are expected to display the highest standards of service excellence and embody the BVNA's motto of "More than you'd expect from home care." In order to do so, the BVNA's values (shown below) will be demonstrated throughout the course of each employee's daily activities. As each employee's roles and responsibilities may be unique, these values will also be demonstrated in a way that is unique, but supportive of the employee's overall goals and the BVNA's mission and vision. Specific expectations will be made and agreed upon between the employee and his/her manager at the time of hire and throughout the year as needed.

PARTNERSHIP – Through teamwork we are committed to achieve great things.

OWNERSHIP -- We are accountable and responsible for the success of the BVNA.

EXCELLENCE – We are professionals achieving exceptional results.

CLIENT-FOCUSED – It's all about you.

INNOVATIVE – We are resourceful and flexible in adapting to changing needs.

Adheres to BVNA's and Professional Code of Ethics. Communicates a positive image and working philosophy of the BVNA and establishes and maintains a professional relationship with patients, coworkers, and others.

PHYSICAL DEMANDS:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is occasionally required to stand; walk; sit; use hands to finger, handle, or feel objects, tools or controls; reach with hands and arms; climb stairs; balance; stoop, kneel, crouch or crawl; talk or hear; taste or smell. The employee must occasionally lift and/or move up to 25 pounds. Specific vision abilities required by the job include close vision, distance vision, color vision, peripheral vision, depth perception, and the ability to adjust focus.

WORK ENVIRONMENT:

Work environment characteristics described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential four functions. While performing the duties of this job, the employee is exposed to weather conditions prevalent at the time. The noise level in the work environment is usually moderate.

Employee Signature Date

Manager Signature Date

(X) – Revised – 8-2019