

**BROCKTON VISITING NURSE ASSOCIATION
JOB DESCRIPTION**

TITLE: CLINICAL MANAGER – HOSPICE & PALLIATIVE CARE

REPORTS TO: VICE PRESIDENT – HOSPICE & PALLIATIVE CARE

POSITION SUMMARY:

The Clinical Manager – Hospice & Palliative Care provides support to the Vice President – Hospice & Palliative Care as well as the Hospice Clinical Team, Hospice Care Coordinator Supervisor, Hospice Team Coordinator as well as the Quality Team. Adheres to all agency policies including, but not limited to, the Confidentiality Agreement, Personnel Policies, and Clinical Policies and Procedures.

RESPONSIBILITIES:

- Identifies and screens potential hospice patients for the program.
- Assists Vice President – Hospice & Palliative Care with clinician performance improvement.
- Program development including the oversight of Hospice Volunteer and Bereavement Programs.
- Review and update hospice contracts and identifies new contracts.
- In the absence of the Vice President – Hospice & Palliative Care the Clinical Manager – Hospice & Palliative Care will provide coverage as needed.
- Assists with scheduling admission and other disciplines.
- Assists the Quality Department with performance improvement initiatives.
- Chart Reviews.
- Assists with fund development.

QUALIFICATIONS:

- Graduate of an accredited nursing program; BSN preferred.
- 3-5 years of Hospice & Palliative Care experience required.
- Excellent communication skills, both verbal and written, are required. Public speaking experience is preferred.
- Must be self-motivated individual who can work autonomously, set own priorities, organize work, take initiative and make independent decisions relating to job tasks.
- Must possess general computer skills and a working knowledge of MS Office, Outlook, and the Internet.
- Ability to stay calm and effective during times of stress, such as when interacting with confused or distressed callers, during emergency situations, during busy times, etc.
- Must be detail-oriented and able to handle multiple and concurrent tasks.
- Ability to relate effectively with patients, family members, discharge planners, physicians and nurses.
- Understands Home Care, Hospice and the services provided to patient and family/caregiver through an interdisciplinary group.

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. Adheres to BVNA 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.

All employees of BVNA 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 will be demonstrated throughout the course of each employee's daily activities. As each employee's role 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.

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 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.