

**BROCKTON VISITING NURSE ASSOCIATION
JOB DESCRIPTION**

TITLE: Hospice and Palliative Assistant Program Manager

REPORTS TO: VP of Hospice and Palliative Services

POSITION SUMMARY:

Provides operational support to the Hospice and Palliative Care team including support to the Vice President and Hospice & Palliative Care clinical team, and oversees Team Leads and Team Coordinators to support referral partners, vendors, and patients. As the Hospice and Palliative Assistant Program Manager you will be responsible for developing, implementing and supervising the volunteer program and day to day office flow. Adheres to BVNA policies including, but not limited to the Confidentiality Agreement, HIPAA Privacy & Security and Code of Ethics.

RESPONSIBILITIES:

- Directs the coordination of Hospice and Palliative patient care, including but not limited to: Hospice admissions and revisits, Face-to-Face visits, On-call schedule, clinical time off schedule, sick and vacation time tracking, etc.
- Assists the Vice President of Hospice & Palliative Care with monitoring and maintaining clinicians' active caseloads and assigning/reassigning patients as needed
- Oversees and monitors reporting and tracking of metrics for successful; Hospice program; identifies trends and communicates impacts effectively.
- Oversees the coordination of the Team Leads with the preparation and coordination for IDT inclusive of scheduling guests, generating reports, meeting minutes, etc.
- Oversees administrative coordination of regulatory needs for Hospice care: HIS, CTI, Pharm billing management, Coding of patient records, MOLST, CK, etc.
- Prepares materials and Participates as member of QAPI and/or Ethics Committee as requested.
- Acts as a resource to Hospice managers, directors, and staff; assists with on-boarding new Hospice staff
- Oversees the support of field staff with non-clinical issues (i.e. DME/MD calls, Pharmacy coordination, etc.) Supports Medical Director with F2F scheduling, CTI, other administrative tasks.
- Primary resource for hospice patients and their caregivers for care coordination, Patient Satisfaction calls, mailings public relations/program marketing directly to patients,

Monitoring patient hospitalizations for trends, prevent census attrition, and obtaining hospice revocations when appropriate, provides hospice information as requested.

- Participates in Hospice Event Planning at the direction of the Vice President of Hospice & Palliative Care
- Maintains open communication with all constituents; Makes decisions and takes responsibility for them
- Promotes respect and value for diversity among staff and patients.
- Participates in the orientation and training of new employees and volunteers working in the Hospice program.
- Performs other related duties as requested

As Volunteer Coordinator:

- Develop and maintain a comprehensive recruitment, orientation, training, retention, and recognition plan for individual and group volunteers to ensure that all volunteers are knowledgeable and feel valued.
- Supervision of volunteer efforts is delegated to the team in the area where the volunteers are assigned.
- Develop and maintain strong, positive relationships with collaborative partners ensuring that mutually agreed upon expectations are being met.
- Collaborate with program and development leadership in developing and maintaining a comprehensive list of involvement opportunities throughout the organization and all campuses for individual and group volunteers and collaborative partnerships.
- Develop and maintain complete and accurate records including volunteer policies, procedures, position descriptions, standards of conduct and, where applicable, criminal background checks.
- Develop and provide to management monthly and annual reports on all individual and group volunteer activities to include number of volunteers, number of hours, and in-kind contribution value of service.
- Develop and maintain collegial relationships with peers in the field and with area volunteer organizations to ensure best practices for our volunteer and collaborative programs.
- Provide primary leadership at fairs, festivals, schools, corporations, etc. in promoting agency.

- Develop and maintain appropriate collateral materials for recruitment of volunteers.
- Serve as primary point of contact for all requests to volunteer/collaborate including, telephone, voice mail, email, and written requests and ensure a timely response

QUALIFICATIONS:

- Associate's or higher degree preferred.
- Hospice and/or Palliative Care certification preferred.
- Minimum of 2 years of experience in hospice and palliative care or home health equivalent preferred.
- Demonstrated ability to effectively supervise staff while dually managing multiple tasks/project/processes.
- Excellent interpersonal, organizational and communication skills with excellent critical thinking, deductive reasoning and decision-making skills
- Superior patient/customer service and ethics.
- Ability to interact positively with stakeholder via multiple methods of communication (i.e. face-to-face, telephonic, electronic, etc.)
- Adheres to BVNA policies, including but not limited to the Medical Policies and Confidentiality Agreement.
- Ability to establish professional relationships and to communicate effectively with physicians, staff, patients, families, coworkers, and others he/she interacts with.
- Ability to work independently.
- Commitment to the Mission Statement/Service Excellence Standards of the BVNA.

PERSONAL CHARACTERISTICS:

- High level critical thinking skills knowledgeable about homecare, respect/receptivity.
- The ability and willingness to act as liaison from the BVNA to other physicians.
- Ability to be adaptable and flexible. Resourceful and well organized. Ability to establish credibility, be decisive, and recognize and support the BVNA's preferences and priorities. Results and people oriented, sound judgment, and the ability to balance other business considerations. Service oriented; assertive/persuasive.

STANDARDS:

Demonstrates a commitment to the provision of high quality home health services, community education, and health promotion outlined in the Mission Statement, to our values and Service Excellence Standards that include: Partnership, Ownership, Excellence, Client-Focused, and Innovation. Demonstrates skills to assist provider staff and to follow through to meet deadlines and timeframes. Adheres to Agency's and Professional Code of Ethics. Communicates a positive image and working philosophy of the Agency 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 may 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.

New – October 2022

Revised

Reviewed

Employee Signature

Date

Supervisor Signature

Date

S/HR/Job Descriptions/New – Hospice and Bereavement Assistant Program Manager