



TITLE: INTAKE SUPERVISOR

REPORTS TO: DIRECTOR OF BUSINESS DEVELOPMENT

POSITION SUMMARY:

The Intake Supervisor is responsible for maintaining operations that are conducive to BVNA growth. This is a working supervisor's role and it is expected that at least 60% of the time is spent taking referrals. As such, this role is highly visible and representative of the BVNA brand.

The Intake Supervisor will ensure that the department is a center of excellence within the BVNA, ensuring accountability for the quality of work performed. The Intake Supervisor will ensure that processes are in place and followed to deliver service excellence, process efficiency and effective collaboration with other BVNA departments and external partners. Tracking and gathering necessary data will also be an integral component of the role. The Intake Supervisor will constantly monitor referral source and patient feedback to inform the Director of Business Development as to recommended changes and enhancements to maintain a competitive advantage in the marketplace.

In all facets of the role, the Intake Supervisor will demonstrate leadership, require accountability and foster a culture of service excellence and growth.

JOB RESPONSIBILITIES:

MANAGING:

- Lives the BVNA values of: Partnership, Ownership, Excellence, Client- Focused and Innovative.
- Manages referral processing, ensuring it is completed in an efficient and effective manner, in accordance with established work flows, including gathering and documenting comprehensive referral/client information for the admission process and entering information into the EMR in a timely fashion.
- Maintains a positive work environment within the department, reflecting a can-do attitude that is visible to all audiences.
- Accesses BVNA reports and information to remain current as to progress toward admission goals; tracks information and produces reports as required including Refusals, Not Taken Under Care, Inquiries and Hospitalizations.
- Identifies training needs for department staff and accesses resources to achieve improved performance. Serves as supervisor, mentor and coach for department staff.
- Maintains current knowledge of BVNA information, payors' home care coverage and eligibility, market trends and industry changes to ensure meaningful decision making.
- Ensures staff recommends the BVNA's specialty programs and ancillary services as appropriate.

- Responsible for the maintenance of effective working relationships with key contacts at referral sources. Educates and promotes BVNA features, benefits and outcomes to same.
- Ensures the maintenance of effective working relationships with other departments and facilitates a seamless transition of patient information from referral source to clinical operations.
- Functions as a resource to all constituents regarding BVNA services and referral processes.
- Provides exceptional customer service to all parties (internal and external), addressing any issues or concerns, following the appropriate chain of command and processes.
- Seeks and maintains current knowledge of community resources to coordinate and ensure comprehensive home care.
- Keeps other members of the Intake Department and Director of Business Development informed of information conducive to maintaining an efficient flow of referrals and ensuring referral source and patient satisfaction.
- Reports and tracks the re-admission of BVNA clients to insure continuity of care at facilities.
- Gathers competitor information to share with the Business Development Team for strategic planning purposes.

REFERRALS:

- Executes plans and manages time, resources, and skills to maximize opportunities for BVNA growth within the assigned setting.
- Maintains ongoing tracking and appropriate documentation on referrals to promote team awareness and ensure patient safety. This tracking may utilize an IT database.
- Identifies and builds effective working relationships with key contacts at referral sources.
- Delivers effective presentations of the Agency's service offerings, program, etc.
- Maintain an in-depth knowledge of Agency and referral source information, relationships, and services; interprets how this impacts BVNA and identifies related BVNA business opportunities.
- Proactively engages referral source staff to maximize educational opportunities and interactions to increase their ability to identify patients in need of services rendered by BVNA.
- Provides exceptional customer service to all parties throughout the continuum of care process, addressing any issues or concerns, following the appropriate chain of command and processes.
- Coordinates referral processing in an efficient and effective manner, in accordance with established work flows, including and gathering and documenting comprehensive referral/ client information for the admission process and enters that information into Netsmart in a timely manner.
- Functions as a resource to all constituents regarding care transitions, including interaction with Care Supervisors, Discharge Planners, physicians, nurses, therapists and other staff at referral sources.
- Possesses current knowledge of Agency information payers home care coverage.
- Works with the Director of Business Development to establish new processes needed for home care and hospice.
- Responsible for the Referral Department referral process, hospice referral process, and updating Face-to Face information.
- Responsible for collecting data and assisting with daily Lean meetings and goals.
- Responsible for maintaining a relationship within BVNA with clinical department and all departments to ensure effective internal care transitions.
- Logs all required statistical and referral data.
- Performs similar or related duties as required.

QUALIFICATIONS:

- A clinical background, such as RN, LPN, MSW, PT, PTA, OT, COTA with successful experience in home health or a related health care field required.
- The successful candidate will have an assertive, growth-minded, but engaging and service-oriented personality; be sound in his/her knowledge of home health care delivery and well versed with clinical information; and be able to demonstrate the BVNA core values in a manner that fosters the building of successful referral source relationships.
- Ability to read, analyze, and interpret physicians' orders.
- Ability to respond to common inquiries or complaints from staff, patients, significant other(s)/family member(s), regulatory agencies, or members of the business community.
- Ability to write care plans, progress notes, etc. according to the BVNA charting protocols.
- Ability to prepare competency documents and conduct the review of same with staff.
- Ability to effectively present information to staff, physicians, patients, significant other(s)/family member(s), members of the health care community, management, other staff and the public.
- Ability to work with mathematical concepts such as probability and statistical inference and to calculate fractions, percentages, ratios, etc.
- Ability to calculate dosages of medications.
- Ability to solve practical problems and deal with a variety of concrete variables in situations where only limited standardization exists.
- Ability to interpret a variety of instructions furnished in written, oral, diagram, or schedule form.
- Ability to collect data, establish facts and draw valid conclusions.

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'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.

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 (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 Supervisor 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 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.