

Northwest Colorado Health

Director of Home Services

General Statement of Duties:

An exempt, executive position which, plans, directs, and supervises the Home Health, Hospice and HCBS programs.

Supervision Received:

Reports to the Chief Operating Officer.

Supervision Exercised:

Directly and indirectly supervises and manages Home Health, Hospice, and HCBS staff including the clinical manager.

Essential Functions:

1. Is responsible for the overall quality of home health, hospice, and HCBS patient care provided by the agency.
 - Recommends new programs or service enhancements based upon evaluation of home care, hospice and HCBS needs and available resources.
 - Continually evaluates current programs for ongoing viability or modification in alignment with agency mission, strategic plan, and community need.
 - Responsible for day-to-day home care, hospice, and HCBS operations including budget and finance.
 - Integrate Conditions of Participation and other standards to ensure compliance with Medicare and other regulations.
 - Participates in Performance Improvement Quality Assurance Committee; including policy and quality measure review.
 - Acts as a liaison between the home health, hospice, and HCBS programs and Agency Leadership and Board of Directors.

2. Plans for, improves upon, and utilizes available systems in the management of health care delivery within the organization.
 - Establishes relationships with potential partners; seeks out strategic formal or informal affiliations as appropriate.
 - Conducts outreach activities and in person meetings with referral sources both current and researches additional markets for referrals.
 - Responsible for ensuring that the clinical manager, or designee is available during all operating hours.
 - Responsible for ensuring that qualified staff are hired to provide care to patients.
 - Responsible for ensuring that home health staff meet the annual educational requirements and budgets appropriately for these.
 - Ensure new staff receive proper onboarding and provide regularly scheduled in-service education programs and provide opportunities for continuing

education for staff.

3. Recommends and implements the budget, maximizing opportunities to improve upon projections. Evaluates program for viability and recommends change accordingly.
 - Review and approve financial revenue and expenditures.
 - Participates in the annual budgeting processes and make recommendations for adjustments as needed.
4. Monitors billings and collection activities of patient service teams, securing revenues for patient accounts.

This description of responsibilities is intended to provide only basic guidelines for meeting each responsibility. Additional responsibilities may be added, as appropriate.

Education and Experience:

Masters or Bachelor's degree in a health related (home health and hospice), business administration, or related field preferred. Associate's degree in a health related area, business administration, or related field and three to five years of management experience required.

Key Accountabilities:

- Lead a culture of representative to Agency mission, values and belief statement. Provide input to executive and leadership team decisions. Participate in management team development, and cross functional teams and efforts.
- Coach and develop direct reports to deliver on their Key Accountabilities, using north stars to prioritize work. Assure each team member has clarity of their role in accomplishing north star goals. Disseminate and support agency communications. Lead departmental communications.
- Assure resources of the team managed are used for intended purpose and in compliance with federal/state regulations. Participate in tracking and communicating team outcomes.
- Mentor and support team staff. Create department wide systems that build accountability and alignment and that allow staff to contribute, add value, engage, and find fulfillment in work.
- Provide insight and evaluation of department programs, opportunities and challenges. Participate in and create opportunities for business development. Execute north stars and support teams in executing programmatic plans.

Requirements:

1. If car is used, must provide proof of adequate insurance coverage totaling at least \$300,000 and valid Colorado driver's license.
2. Current immunization history, after job offer and before starting job.
3. TB Test upon hire or proof of TB test in previous twelve months.
4. If not already done, must complete the basic administrator training within 30 days of hire and maintain annual education requirements.

Skills:

1. Supervisory skills.
2. General office skills.
3. Budget preparation and reporting.
4. Public speaking and public relations

Knowledge:

1. Knowledge of home health, hospice, and HCBS programs and associated rules and regulations.
2. Thorough understanding of health care environment.
3. Knowledgeable and skilled in community education, public relations, management of staff, and communication.

Abilities:

1. Must be able to coordinate home health team to meet communities' needs.
2. Ability to develop and implement long range plans, business and marketing plans; and facilitates day to day operations.
3. Provides a positive approach to discerning opportunities for improvement or change, taking advantage of the situations, and functioning as a change agent.
4. Must be able to embrace the Agency's mission, vision, and values, strategic plan, and direct programs in alignment with these.

Equipment:

1. Daily use of telephone, copier, and other office equipment.

Working Conditions:

1. Position is in a well lighted, accessible office environment, and involves sitting approximately 90% of the day, walking or standing the remainder.

This description is intended to describe the essential job functions and the essential requirements for the performance of this job. It is not an exhaustive list of all duties, responsibilities and requirements of a person so classified. Other functions may be assigned and management retains the right to add or change the duties at any time.

I, _____ acknowledge that on this date, I have received the following job description for my present position.

Signature of Employee: _____ Date: _____