



Opening Date: 05/18/2017
Closing Date: When Filled

Burnett Calvert Hospice House (BCHH) Clinical Manager

SUPERVISOR: Director of Clinical Operations
FLSA STATUS: Exempt

JOB TYPE: Full-Time
WAGE: Negotiable

SUMMARY JOB DESCRIPTION:

The Burnett Calvert Hospice House (BCHH) Clinical Manager is responsible for the oversight of the daily activities of the clinical staff of the BCHH under the guidance of hospice policies, federal regulations, and state guidelines. Responsible for case management of all patients at the BCHH. Other duties as assigned.

ESSENTIAL JOB FUNCTIONS:

MANAGE HOSPICE HOUSE STAFF

1. Supervise Burnett Calvert Hospice House (BCHH) Aides
 - a. Plan, oversee schedule, assign, supervise, and review the work performance of BCHH Aides and other assigned health care staff in relation to established and accepted standards of hospice care.
 - b. Review and approve time sheets/time cards and leave requests.
 - c. Conduct the Maryland Board of Nursing Certified Medication Technician (CMT) training and clinical updates per schedule.
 - d. Conduct mandated ongoing 45-day medication pass monitoring.
 - e. Provide for initial training and evaluation of BCHH Aides.
 - f. Provide ongoing supervision, evaluation, and discipline of BCHH Aides.
 - g. Along with the Director of Clinical Operations, conduct interviews, hire, and orient new staff.
 - h. Conduct required 90-day evaluations, annual evaluations, job competency reviews, and job description reviews of BCHH Aides as necessary.
 - i. Manage all clinical paperwork/documentation, accuracy of charts, medical records, and MAR/TAR.
2. Ensure infection control compliance of all persons providing companionship, care or services to the patients including staff, volunteers, contracted personnel, students, and visitors.

CASE MANAGEMENT OF ALL BCHH PATIENTS

1. *See competency.*

CORE COMPETENCIES

1. *See competency.*

ADMINISTRATION

1. In coordination with QAPI, develop and implement Hospice House policies and procedures related to patient care.
 - a. Recommend, develop, and enforce policies as needed.
 - b. Coordinate implementation of new policies.
2. BCHH Management
 - a. Oversee food storage/preparation/service



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- i. Schedule required food serviced training for new employees.
- b. Oversee infection control program.
- c. Oversee medication availability/storage/administration/disposal.
- d. Participate in environmental safety rounds per policy.
- e. Participate in fire and evacuation drills per policy.
- f. Ensure staffing is maintained around the clock.
- g. Oversee the ordering and availability of all medical supplies and equipment needed for the provision of patient care at the BCHH.
- h. Collaborate with the Director of Clinical Operations and the Director of BCHH to develop an overall BCHH budget.

PERFORMANCE IMPROVEMENT

1. Participate in performance improvement initiative and activities as appropriate.
 - a. Supervise performance improvement initiatives and activities centered at the BCHH.
 - b. Recommend changes in program, policies, and processes utilizing performance improvement data.
2. Personal Performance Evaluation
 - a. Maintain and improve professional performance through a combination of ongoing evaluations and planned educational activities.
 - b. Engage in performance evaluation on a regular basis, identifying areas of strengths as well as areas for professional development.
 - c. Seek constructive feedback regarding own practice.
 - d. Take action to achieve goals identified during performance evaluation.
 - e. Participate in peer review as appropriate.

HIPAA/PRIVACY/SECURITY

1. Comply with HIPAA privacy policies and regulations including accessing Protected Health Information only at the level at which this position is authorized.
2. Comply with privacy policies and regulations regarding access to information in electronic and paper formats. To include but not limited to safeguarding passwords to computers, door codes, and key cards.

TRAINING/EDUCATION

1. Complete annual trainings on Calvert Hospice's policies, procedures, and other required topics.
 - a. Agree to comply with the knowledge/materials in such trainings.
2. Participate in Training and In-Service programs as appropriate.
 - a. Provide assistance to the Volunteer Coordinator in developing trainings for BCHH volunteers.
 - b. Present at trainings and in-service programs as appropriate.
3. Participate in ongoing educational activities/requirements as related to practice areas.
4. Identify personal educational goals and take actions to achieve them.
5. Apply knowledge gained through educational activities to appropriate changes in performance.



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INTEGRITY/ETHICS

1. Maintain high standards of integrity and business ethics
2. Demonstrate the ability to conduct self in an honest and ethical manner.
3. Report promptly any suspected violation of compliance standards to the Compliance Officer.
4. Abide by Calvert Hospice rules, policies and procedures, and applicable laws and regulations.

HOSPICE PHILOSOPHY

1. Understand and promote the hospice philosophy
2. Demonstrate an understanding that the family and patient are the units of care.
3. Demonstrate knowledge of hospice philosophy, promoting comfort, dignity, autonomy/informed consent, quality of life, empowerment.
4. Demonstrate knowledge of interdisciplinary collaborative practice.
5. Demonstrate an understanding of palliative care and scope of Hospice services.

ADA ESSENTIAL FUNCTIONS

1. Ability to converse effectively, both orally and in writing and utilize standard telephones, computers, and cellular telephones.
2. Ability to read instructions, directions, letters, memoranda, and other written materials.
3. Ability to perform the essential functions of the job with or without reasonable accommodation.

SKILLS, KNOWLEDGE, AND ABILITIES

1. Knowledgeable in the usage of modern technologies; i.e. computers, tablets, cellular telephones, etc.
2. Knowledge of Microsoft Office Suite.
3. Ability to express ideas and convey information effectively, both orally and in writing.
4. Ability to be detail-oriented, well organized, and a reliable team player.
5. Ability to work as a member of a large interdisciplinary team and effectively with all levels of staff.
6. Ability to work a flexible schedule that includes days and may include evenings, nights, weekends, and holidays.

MINIMUM QUALIFICATIONS

1. A graduate of an accredited school of nursing.
2. Possess a valid current license as a Registered Nurse in the State of Maryland.
3. Possess or obtain upon hire Case Manager/Delegating Nurse certification.
4. Familiar with the philosophical and technical aspects of Hospice care.
5. Ability to provide care within the realm of the hospice philosophy.
6. Experience with CNA/Med Tech supervision.
7. Ability to work as a member of an interdisciplinary team.
8. Excellent communication skills and experience with conflict resolution.



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9. Familiar with principles of performance improvement and ethical issues in Hospice care.
10. Intermediate Computer Skills
11. Dependable Transportation
12. Valid CPR
13. Valid Driver's License
14. Current Auto Insurance
15. Must live within 30 miles of job site (located in Prince Frederick, MD)

PREFERRED QUALIFICATIONS

1. Hospice or long-term care experience preferred.

To Apply:

Please visit our website at www.calverthospice.org and complete the application.

Submit completed application, cover letter, resume, salary requirements, and the names of three references (at least two professional) by one of the following methods:

E-mail:

humanresources@calverthospice.org

Fax:

410-535-5677

Attn: Human Resources

Postal Mail:

Human Resources

Calvert Hospice

P. O. Box 838

Prince Frederick, MD 20678

We seek applicants who share our passion, who have excellent communication and technical skills with a desire to work as a team. If you have a passion for hospice we would love to hear from you.

Calvert Hospice requires drug screenings, background checks, and reference checks for all positions.

All candidates will be considered without regard to race, color, religion, sex, age, national origin, marital status, disability or sexual orientation.