



Opening Date: 05/01/2017
Closing Date: When Filled

Shoppe for Hospice Manager

SUPERVISOR: Executive Director
FLSA STATUS: Non-Exempt

JOB TYPE: Part-Time

SUMMARY JOB DESCRIPTION:

The Shoppe for Hospice Manager is responsible for all aspects of operating the “Shoppe for Hospice” retail store. Responsibilities include supervising volunteers, preparing schedules to ensure coverage, maintaining and rotating inventory as needed, strategizing ways to maximize sales, and ensuring that all revenues are deposited daily. Other duties as assigned.

ESSENTIAL JOB FUNCTIONS:

MANAGE SHOPPE FOR HOSPICE

1. Supervise Shoppe Volunteers
 - a. Work alongside the Volunteer Coordinator, train volunteers on Shoppe procedures and Hospice philosophy.
 - b. Prepare volunteer schedules to ensure coverage.
 - c. Ensure that volunteers are submitting timesheets correctly.
 - d. Maintain positive communication with Shoppe volunteers.
 - e. Ensure that the Shoppe store is clean, well maintained, and a safe environment for both volunteers and customers.
 - f. Work alongside the Volunteer Coordinator, conduct required evaluations, job competency reviews, and job description reviews of volunteers, as necessary.
2. Merchandising
 - a. Receive and process all donations from the public, including re-donating items, not sold at the Shoppe, to other non-profits.
 - b. Solicit donations from organizations.
 - c. Maintain and rotate inventory as needed.
3. Financial Management
 - a. Ensure that all revenues are deposited daily.
 - b. Strategize ways to maximize Shoppe sales in conjunction with agency leadership.
 - c. Solicit donations from location craftsmen for painting, carpenter work (shelves, signage, etc.).
 - d. Ensure that Shoppe costs are low and funds coming into the Hospice House are high.
4. Advertising
 - a. Work with the Media/Marketing Specialist to boost sales and interest in the Shoppe.
5. Customer/Client Focus
 - a. Provide great customer service to all who shop.
 - b. Ensure volunteers provide great customer service; providing feedback when necessary.
 - c. Manage and assist in the handling of customer inquiries and complaints.

CORE COMPETENCIES

1. *See competencies attached.*



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ADMINISTRATIVE

1. Demonstrate good time management.
2. Complete timesheet accurately and on-time.
3. Complete time-off requests correctly and in a timely manner.
4. Assist with and participate in fire safety and evacuation drills, per policy.
5. Collaborate with the CFO to develop Shoppe for Hospice budget.
6. Participate in scheduled meetings with the Executive Director and/or CFO, as needed.

PERFORMANCE IMPROVEMENT

1. Participate in performance improvement initiative and activities as appropriate.
 - a. Supervise performance improvement initiatives and activities centered at the Shoppe for Hospice.
 - 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 Shoppe for Hospice volunteers.
 - b. Present at trainings and in-service programs, as appropriate.
 - c. Attend all required in-service trainings, 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 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 understanding that the family and patient are the unit 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 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 team and effectively with all levels of staff.
6. Ability to work a flexible schedule.
7. Ability to work independently.
8. Problem solving & leadership skills.

MINIMUM QUALIFICATIONS

1. High School Diploma, GED, or equivalent.
2. At least 1 year of retail experience.
3. Excellent communication skills and experience with conflict resolution.
4. Intermediate Computer Skills.
5. Valid Driver's License, Current Auto Insurance, and Dependable Transportation.
6. Lives within 30 miles of job site (located in Prince Frederick, MD).

PREFERRED QUALIFICATIONS

Retail management experience or equivalent is preferred.



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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.

Calvert Hospice is an Equal Opportunity Employer

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