

TITLE OF POSITION: HOSPICE ADMINISTRATOR

TITLE OF IMMEDIATE SUPERVISOR: Chief Nursing Officer

RISK OF EXPOSURE TO BLOODBORNE PATHOGENS – LIMITED

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HOSPICE ADMINISTRATOR JOB SUMMARY

The Administrator is responsible for the overall direction of the hospice services. They ensure the employment of qualified personnel and are responsible for the provision of hospice services, hospice personnel evaluations and for ensuring that standards of care comply with federal, state and professional guidelines. They also ensure that the provision of services is consistent with the agency's mission, vision and philosophy.

HOSPICE ADMINISTRATOR POSITION RESPONSIBILITIES

- Assumes responsibility for the day-to-day administration of the hospice program.
- Organizing and directing the organization's ongoing operations to assure the availability and provision of care and services.
- Implementing governing body directives and organizational policies and procedures. This includes Ensuring the development, implementation and enforcement of agency policies and procedures.
- Complying with applicable laws and regulations.
- Recruiting, employing, and retaining qualified personnel to maintain appropriate staffing levels.
- Ensuring that all personnel are assigned duties based upon their education, training, competencies, and job descriptions.
- Ensuring adequate staff orientation and staff education.
- Completing performance evaluations on subordinate staff in accordance with organizational policy.
- Directing and monitoring organizational Performance Improvement activities.
- Managing operations in accordance with established fiscal parameters.
- Planning, developing, implementing, administering and evaluating programs.
- Representing the organization to other groups, organizations and the general public.
- Ensuring the accuracy of public information materials.
- Informing the governing body and staff of current organizational, community, and industry trends.
- Operational organization planning and budgeting.
- Ensuring organizational compliance with legal, regulatory and accreditation requirements.
- Planning for and administering the managerial, operational, fiscal and reporting components of the agency.
- Monitoring business operations to ensure financial stability.
- Evaluating Hospice services and personnel using measurable outcomes and objectives.
- Conflict and complaint management/resolution.
- Establishing and maintaining effective channels of communication including integration of technology, as applicable.

- Ensuring Hospice personnel stay current with clinical information and practices.
- Ensuring adequate and appropriate staffing.
- Staff development including orientation, in-service, continuing education, competency testing and performance improvement.
- Ensuring that interdisciplinary care is provided.
- Ensuring supportive services are available to staff.
- Ensuring coordination with other organization areas and senior management, as appropriate, according to the structure and services.
- Ensuring staff and organization stay current on local and national issues and trends.
- Ensuring that appropriate service policies and procedures are developed and implemented to accomplish identified outcomes.
- Directing staff in performance of their duties including admission, discharge, transfer, revocation and provision of service to patients.
- Ensuring appropriate staff supervision during all service hours.
- Monitoring service utilization to ensure delivery of comprehensive care.
- Ensuring services provided by other agencies are authorized by hospice.
- Monitoring operational progress toward accomplishing operational and strategic goals.
- Participating in the quality assurance program for patient care.
- Ensuring appropriate data collection and regular, complete reports are received by the governing body.
- Ensuring adequate space, equipment and supplies are available.
- Ensuring actionable objectives are derived from evaluation of Hospice services and personnel.
- Ensuring that structure and systems promote interdisciplinary care.
- Ensuring collaboration with agencies and vendors for effective management of services.
- Ensuring standards of ethical business and clinical practice are maintained.
- Serves as Privacy Officer and Compliance Officer for the agency.
- Establishing and maintaining liaison relationships, communication, and integration with facility staff and services and with patients and their families, in accordance with the philosophy and objectives of the facility.
- **JOB CONDITIONS**
- Position may be stressful at times.
- It requires minimal lifting of office records and printouts.
- It is primarily a desk job which essentially involves sitting, standing, stooping and walking, as well as communication by phone and in person.
- Travel may be required, by car or airplane to local, out-of-town or state seminars, conferences or meetings.

HOSPICE ADMINISTRATOR EQUIPMENT OPERATION

The job requires the ability to utilize a computer, calculator, multi- line telephone, and other related office equipment.

HOSPICE ADMINISTRATOR COMPANY INFORMATION

Has access to all patient medical records and patient financial accounts, personnel records and company financial records, which may be discussed with all management staff.

HOSPICE ADMINISTRATOR QUALIFICATIONS

- A healthcare professional with a minimum of two (2) years of health-related experience, knowledge and the ability to effectively administer the Hospice Service which shall include at least one year of supervisory/administrative experience.
- Has knowledge of applicable local, state and federal laws.
- Has experience, business acumen, and professional relationships specific to the stated mission of the organization.
- Ability to demonstrate self-confidence and positive attitude toward self and others and maintains commitment and enthusiasm to goal achievement.
- Ability to develop and implement improved methods of operation.
- Ability to identify and evaluates personal strengths and weaknesses of self and others.
- Ability to supervise objectively without personal bias towards individuals.
- The ability to communicate well, both verbally and in writing.

SPANISH SPEAKING IS A PLUS!

We provide Equal Employment Opportunity for all individuals regardless of race, color, religion, gender, age, national origin, marital status, sexual orientation, status as a protected veteran, genetic information, status as a qualified individual with a disability and any other basis protected by federal, state or local laws.