

# Hospice of Southern Maine

## Position Description

<b>Title:</b>	<b>Gosnell House Manager</b>	<b>Reports to:</b>	<b>Clinical Operations Director</b>
<b>Primary Location:</b>	<b>GMHH</b>	<b>FSLA Class:</b>	<b>Exempt</b>
<b>Supervises:</b>	<b>GMHH RNs, Resource Nurse, House Assistants, Cook, Scheduling Coordinator</b>		
		<b>Effective Date:</b>	<b>08-17-2020</b>

### Position Summary:

The House Manager is responsible for the management and coordination of the Gosnell Memorial Hospice House (GMHH), ensuring continuity of care, cost effectiveness, and quality of operations. This position is also responsible for promoting agency priorities and communications, collaborating with the Clinical Operations Director and other agency clinical managers, and providing mission-driven leadership to the employees of GMHH.

### Qualifications:

1. **Education:** Bachelor's degree in nursing, public health, health services or business administration, or related field such as public administration required.
2. **Experience:** Minimum of 3 to 5 years of supervisory experience in an acute or post-acute care inpatient setting such as hospital, skilled nursing, or free-standing hospice house is required. Clinical background in hospice, palliative care, and/or oncology or related field is required. An equivalent combination of experience and education may be considered.
3. **License/Certification:** Registered Nurse licensed in the State of Maine; licensed driver in Maine, with an automobile that is insured in accordance with state and/or agency requirements and is in good working order. BLS certification or the ability to obtain certification within the first 90 days of employment required. Certification must be kept active during the course of employment.

### Essential Duties & Responsibilities:

1. Manages and coordinates the operations of the Gosnell House.
  - Provides leadership and general oversight for all areas of the inpatient program.
  - Oversees the financial management of the House, including but not limited to: expense approval, management of vendor contracts and relationships, assisting with budget preparation, and being responsive to Compliance and Finance Department needs and requests.
  - Hires and retains sufficient and qualified staff to effectively care for the patient population.
  - Provides recommendations and decision-making regarding contracted services, as appropriate.
  - Proposes and implements plans for improved efficiency and effectiveness of care and services.
  - Delegates responsibilities and tasks appropriately.
  - Ensures GMHH is in compliance with all applicable laws and regulations to maintain appropriate certifications for operation.
  - Resolves customer or patient complaints or concerns in the moment as able; escalates unresolved issues appropriately.
2. Ensures continuity, cost effectiveness and quality of operations.
  - Articulates needs of patients transferring between levels of care to staff and promotes continuity of care.
  - Assures continuity of care through effective scheduling of staff and ongoing communication of the plan of care throughout the continuum of care.

- Monitors costs of providing care, including but not limited to: productivity, overtime, nursing assignments, staff-patient ratios, and is an efficient steward of resources.
  - Coordinates and assures a high standard of quality care consistent with each profession on the interdisciplinary team and HSM's mission.
  - Facilitates patient care and quality improvement activities by assuring staff participation in related QAPI activities.
  - Establishes and maintains a safe environment for patients, guests, visitors, volunteers, and employees.
  - Evaluates quality of care delivered by professional employees, as evidenced by clinical assessments, quality and productivity benchmarks, and medical review.
  - Provides direct oversight of medication management by collaborating with hospice pharmacy provider and acts as a resource to employees on hospice formulary.
3. Facilitates communication and provides leadership to the GMHH staff and other areas of HSM.
    - Effectively communicates agency priorities and critical information to House staff.
    - Facilitates communications and works effectively with leadership, peers, GMHH employees, patients, families, caregivers, physicians, vendors, and other departments and professionals as appropriate.
    - Serves as a liaison with other departments to resolve problems and improve efficiency and effectiveness.
    - Actively participates in staff meetings, in-services and other related activities.
  4. Provides oversight and direct supervision to GMHH employees and applicable members of the interdisciplinary team.
    - Conducts regular clinical and non-clinical meetings with GMHH employees to ensure smooth operations, to communicate clear performance and process expectations, and to receive input from employees about needs, concerns, or suggestions for improvement.
    - Provides regular work performance feedback to GMHH employees through the annual evaluation process as well as proactively throughout the year; completes employee evaluations timely.
    - Provides disciplinary action in collaboration with Human Resources and Clinical Operations Director, if necessary.
    - Serves as a preceptor and provides ongoing education to patient care employees; supports employees to serve as preceptors to new employees or students.
    - Identifies and promotes the skills and abilities of each employee.
    - Provides leadership and education to employees through in-services, case conferences and group discussions on hospice philosophy, operations, policies and procedures, and problem solving.
    - Monitors documentation and implementation of physical, psychosocial, and spiritual interventions for the patient/family/caregiver.
    - Assures that all documentation meets requirements for accuracy and timeliness, and reflects continuity of care and level of care, billing requirements, patient/care giver needs, and confidentiality.
    - Assists in the supervision of staff that are shared with other HSM departments.
  5. Provides expertise in patient care to support and facilitate best possible outcomes for patients and caregivers.
    - Maintains competencies in the nursing process to effectively care for patients.
    - Participates in ongoing education of clinical.
    - Provides resources for staff as needed.
    - Participates in administrator on-call rotation.
  6. Complies with policies and procedures of HSM.
    - Adheres to all policies, procedures and regulations regarding patient care, conduct, safety, infection control, fire, security, and risk management.
    - Reports incidents according to agency policy.
    - Reviews and recommends changes in policies and procedures as needed.

- Maintains confidentiality of business and health information in accordance with HIPAA, federal and state regulations, and HSM policies.
7. Represents and promotes hospice philosophy and mission of HSM.
    - Participates in quality improvement activities.
    - Participates in professional and self- development activities by attending continuing education programs/in-services.
    - Acts as liaison with referral sources when indicated.
    - Develops and maintains contact with community members around the care of GMHH patients.
  8. Performs additional duties as assigned.

**Other Job Functions:**

The following is a list of responsibilities of this position but is not intended to cover all duties that this position may be required to perform from time to time.

1. Shares expertise with others through in-service and collaboration.
2. Works with diverse social and economic situations without imposing own values; maintains appropriate professional boundaries.
3. Demonstrates understanding of hospice philosophy.
4. Demonstrates understanding of team approach and communication.
5. Contributes to positive atmosphere; demonstrates positive interactions with internal and external customers.
6. Demonstrates ability to lead and be a productive member of a high performing team.
7. Provides timely and appropriate response to internal and external customer needs.
8. Participates in meetings and quality assurance and program improvement activities as required and necessary.
9. Offers suggestions to improve policies, procedures, and services in appropriate manner and time.
10. Demonstrates knowledge and support of agency’s safety and OSHA policies. Demonstrates use of safety judgment on a case-by-case basis. Utilizes proper body mechanics and safe working techniques and reports unsafe environments/practices to supervisor in a timely manner.
11. Demonstrates understanding of HIPAA Privacy Standards and related Agency policies.
12. Acts in a manner consistent with the Code of Conduct outlined in the Agency’s Corporate Compliance Program.
13. Demonstrates understanding and compliance with agency policies, including but not limited to, documentation, continuing education, attendance/work schedules and required HR documentation, State and Federal policies and procedures, laws and regulations.

**Required Skills, Abilities & Knowledge:**

1. Excellent written and verbal communication and public relations skills.
2. Flexible and reliable.
3. Understanding of applicable regulatory guidelines.
4. Ability to focus on the objective of the position.
5. Creative in thought and in implementation.
6. Ability to work well in settings presenting diverse physical conditions and socio-cultural environments.
7. Leadership skills to facilitate appropriate direction and supervision of employees.
8. Comfortable dealing with conflict and employee challenges.
9. Self confident and driven with an ability to establish direction and work with minimal guidance and support.
10. Able to manage multiple and competing priorities.
11. Excellent time management and organizational skills.
12. Presents as a business professional.
13. Ability to adapt to changing Agency priorities.
14. Demonstrated understanding of, and ability to effectively use, various computer software applications, including an electronic medical record, and Microsoft Word, Excel and Outlook.

**Physical Requirements:**

The physical requirements described are representative of those that must be met to successfully perform the essential responsibilities of this position. Reasonable accommodations may be made.

Ability to complete and pass an annual respirator fit test required.

	Occasional (25%)	Frequent (50%)	Continuous (75%)
Lift or transfer			
Up to 10 lbs.			X
11-20 lbs.		X	
21-35 lbs.		X	
Carry		X	
Push or pull		X	
Climb	X		
Reach		X	
Stoop or bend		X	
Crouch		X	
Kneel		X	
Handle or feel		X	
Talk			X
Hear			X
See			X
Sit, walk, stand			X
Distinguish smell/temperature		X	
Exposure to blood borne pathogens and infectious disease			X
Exposure to hazardous materials	X		
Driving	X		
Repetitive Motion			X

Employee's Signature \_\_\_\_\_ Date \_\_\_\_\_