

Hospice of Southern Maine

Position Description

Title:	Team Assistant	Reports to:	Clinical Nurse Manager
Primary Location:	Home Program/Main Office	FLSA Class:	Non-Exempt
Supervises:	None	Effective Date:	03/2019

Position Summary:

The Team Assistant is responsible to support efficient workflow and communications, as well as administrative duties for the clinical department and stakeholders of HSM. This position also serves as back up to the Access Coordinator on an as needed basis.

Qualifications:

1. Education: High School Diploma (or equivalent); college experience preferred.
2. Experience: Minimum 1 year experience in a medical office environment required. Experience with electronic medical records (EMR) required. Minimum of 1 year of customer service experience required.
3. License/Certification: Valid driver's license with an automobile that is insured in accordance with state and/or agency requirements and is in good working order.

Essential Duties & Responsibilities:

1. Provides back up for scheduling activities for all disciplines within the clinical team.
2. Collaborates, coordinates and communicates with all members of the IDT to ensure continuity of care for patients and families.
3. Provides back-up for assistance with the Access Department referral process to ensure that all referrals are entered, processed, and scheduled per HSM policy.
4. Communicates staffing needs (caseload and patient acuity fluctuations) to the Clinical Services Manager /designee.
5. Promptly answers and triages all incoming phone calls directed from Access Department.
6. Performs diversified administrative duties, which includes but not limited to: copying, faxing, and managing office machines to facilitate the efficient workflow for clinical services, and HSM.
7. Orders and maintains inventory (medical and non-medical supplies), as well as additional administrative tasks for the Home Program needs, including but not limited to:
 - A. Scheduling meeting rooms, room set up, equipment preparation, and taking minutes.
 - B. Arranges for DME set ups and pick-ups;
 - C. Initiates phone calls for clinicians and supervisors;
 - C. Clinical forms, office and medical supplies;
 - D. In-office clinical supplies for clinicians;
 - E. Nursing and Hospice Aide bags, and bins; and
 - F. Orders supplies form medical supply vendor as needed for clinicians.
8. Enters and maintains patient information in an electronic medical record (EMR).
9. Researches existing contracts and provides follow up information to Clinical Services Manager and/or clinician.
10. Reviews documentation for incomplete visit reports; follows up as appropriate.
11. Prepares and attends IDT meetings.
12. Reviews documentation audits for facilities and performs appropriate follow up activities to ensure that documentation is timely and complete.
13. Generates visits through enter services and follow up on outstanding items in enter services.
14. Performs follow up activities for QAPI and audits as needed.
15. Updates and maintains patient daily census reports to reflect current data.
16. Enters Hospice Aide visit data for home and house teams.

- 17. Researches travel patient contracts and coordinates with Clinical Services Director.
- 18. Performs other duties as assigned to support the agency.

Other Job Functions:

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

- 1. Protects the patients’ right to privacy and the confidentiality of patient and business records and information.
- 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 all internal and external customers.
- 6. Demonstrates ability to be a productive team member.
- 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, professional boundaries, documentation, continuing education, attendance/work schedules and required HR documentation, State and Federal policies and procedures, laws and regulations.

Required Skills, Abilities and Knowledge:

- 1. Reliable, flexible, self-motivated and self-directed.
- 2. Ability to stay calm and effective during times of stress. Ability to effectively communicate verbally and in writing.
- 3. Ability to assume responsibilities and work independently on a variety of projects, and to make decisions within the scope of practice.
- 4. Ability to respond well to supervision and to work independently when appropriate.
- 5. Ability to work well in settings presenting diverse physical conditions and sociocultural environments.
- 6. Excellent time management and organizational skills to manage multiple tasks and meet deadlines.
- 7. Ability to focus on detail and demonstrate accuracy.
- 8. Ability to adapt to changing Agency priorities.
- 9. Proficient skill sets in the following: typing, filing, phones and computers, including working knowledge of Microsoft Office Professional.

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.

	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

	Occasional (25%)	Frequent (50%)	Continuous (75%)
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		
Repetitive Motion			X

Visual Requirements:

1. The employee deals with office and/or medical equipment at or within arms reach.
2. Must be able to see to drive and review computer and paper documents.
3. Must be able to type to perform basic job responsibilities.

Mental Requirements:

Requires the ability to plan and perform a wide variety of duties requiring general knowledge of policies and procedures. Requires judgment to work independently toward general results, devising methods, modifying or adapting standard procedures to meet different conditions, making decisions based on precedent and policy.

This job description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required of the employee or for this job. Duties, responsibilities and activities may change at any time with or without notice.

Employee's Signature _____ Date _____