

LHM Hospice and Social Services Foundation

Job Title: Director of Hospice Services/Hospice Administrator

Reports To: CEO

Department/Location: Administrative Offices

FLSA Status: Exempt

Position Summary: The Director of Hospice Services/Administrator will be responsible for all administrative and operational functions with respect to the delivery of hospice care, collaborating with and providing input to other members of the Foundation leadership team with respect to budget development, financial management, compliance, human resources, and other matters as they relate to hospice services. The Director will have ongoing direct communication with the Chief Executive Officer, the Hospice Interdisciplinary Group/Team (IDG/IDT), Hospice staff and other members of the Foundation leadership team, and serves as a liaison to the Board of Directors (Governing Body) with respect to Hospice-related matters.

Supervision Responsibilities: Responsible for all Hospice staff. Supervision of direct reports as Hospice's operational needs evolve.

Essential Job Functions and Responsibilities:

- Treat all employees, volunteers and patients according to the LHM Foundation Mission Statement and Core Values.
- Establish internal and external relationships of mutual trust and respect.
- Maintain an ongoing relationship with Foundation colleagues, hospice staff, referral sources and the community.
- Serve as a liaison to the Board of Directors (Governing Body) with respect to Hospice-related matters, including providing an in-person report to the Board at its meetings and communicating with the Board with respect to urgent Hospice matters that arise between meetings, as necessary. While concerns should be communicated initially to the CEO when appropriate, the Executive Director has direct access to the Board to the extent any concerns regarding Hospice compliance, patient care or related topics are not appropriately addressed.
- Responsible for collaborating with the QAPI Coordinator on the development and implementation of the Hospice QAPI program, including the identification and reporting of goals and related patient outcomes.
- Be responsive to staff needs during the Hospice's operating hours and 24/7 as urgent situations arise.
- Ensure that a Clinical Manager is available during all operating hours.

- Organize and direct the Hospice's operational and administrative functions, including business development and strategic planning and related implementation, in collaboration with other members of the Foundation leadership team.
- In collaboration with the CEO, Vice President of Compliance and Clinical Services, and other members of the Foundation leadership team, when appropriate, ensure the Hospice complies with all applicable federal, state, and local laws and regulatory agencies related to the health and safety of patients.
- Take appropriate action in response to reports, recommendations and policy changes of any authorized accreditation, planning, regulatory, or inspection agencies.
- Ensure the delivery of education on and the availability of applicable policies and regulations to all Hospice staff, including contracted providers.
- Ensure completion, maintenance, and submission of required reports.
- With support from the CEO, Vice President of Human Resources and Vice President for Compliance and Clinical Services, ensure the development of personnel qualifications and policies.
- Ensure adequate staff education and evaluations.
- Ensure the accuracy of public information materials and activities.
- In collaboration with the Chief Financial Officer and Treasurer, implement an effective budgeting and accounting system that promotes the health and safety of Hospice patients.
- Maintain a current organizational chart to show lines of authority down to the patient level.
- Responsibility for the administrative and leadership functions of Hospice.
- Ensure maintenance of the appropriate Hospice personnel records, administrative records, and policies and procedures.
- Other duties as assigned from time to time. This position description is subject to change at any time.

Required Skills and Qualifications:

- Bachelor's or graduate degree in a healthcare-related area of study.
- At least ten years of experience in a healthcare-related setting, with some hospice experience required.
- At least five years of experience in a management or supervisory role.
- Ability to establish and maintain effective working relationships with all segments of the Foundation staff, the board of directors, IDG/IDT, the Medical Director, volunteers, referral sources and the public.
- Ability to work independently, organizing and prioritizing workload.
- Ability to handle busy and sometimes stressful situations in a calm and courteous manner.
- Detail oriented and able to multi-task.
- Demonstrated commitment to a positive work culture, including collaboration, open communications, positive attitude, respect, dependability, good judgment, and professionalism.
- Demonstrated commitment to valuing diversity and contributing to an inclusive work and service environment.

- Excellent communication (written and oral), organizational and client service skills.

Physical Demands, Visual Demand, Physical Surroundings/Conditions:

The position requires significant written and oral communication, as well as significant use of a computer and telephone. Frequent and long periods of sitting, standing, and walking to perform the essential elements of the job. Occasional lifting and/or carrying objects up to 20 lbs. Work is in an office environment and is subject to related inside conditions.