

VISITING NURSE ASSOCIATION
JOB DESCRIPTION

CLINICAL SERVICES MANAGER

REPORTS TO: Executive Director

SUPERVISES: Staff Development Coordinator, Social Work staff, Therapy staff, Team Assistants, Intake and Referral Coordinator, Home Care Aides, and Homemakers.

WORKS CLOSELY WITH: Executive Director, other Clinical Management team members, Intake and Referral Coordinator, Quality Manager, Reimbursement Specialists, Manager of Information Systems, Corporate Controller, Human Resources, and Team Assistants.

SUMMARY OF DUTIES: Oversees Skilled Home Care, Private Duty, and Health Maintenance and Promotion programs. Provides direct supervision to aide, homemaker, social work, and therapy services. Executes administration of home care program with goals of high quality, efficient, personalized, and well coordinated care.

EMPLOYMENT STATUS: Exempt, salaried.

JOB REQUIREMENTS: Registered Nurse licensed to practice in the State of Iowa. Holds a BSN or baccalaureate degree or greater which includes preparation in community health and public health or certification in home care and community health. Has had experience as a community health or home health nurse and/or in a supervisory position. Demonstrates leadership and decision making abilities. Demonstrates effective interpersonal skills, knowledge of current and future home health trends and their effect on the agency. Demonstrates a commitment to high professional ethics and standards, and a willingness to support agency policies and procedures. Car, driver's license and adequate insurance as outlined in the personnel policies is required. A physical examination at the time of employment is required, with a physician's statement of the employee's ability to perform the duties of the job. Annual TB testing is required. All offers of employment are conditioned upon the result of a criminal background check conducted by the Iowa Division of Criminal Investigation, as required by law.

SKILLS/KNOWLEDGE: Demonstrates professional nursing skills, leadership and decision-making abilities, and the ability to adapt responses to the needs of a situation while maintaining composure under pressure. Demonstrates the ability to communicate effectively in the English language, both orally and in writing, in person or in phone conversations. Demonstrates the ability to listen effectively, and establish positive relationships with VNA staff and managers, physicians, and other community services providers. Demonstrates organizational skills needed to manage a team of employees. Possesses computer and PC skills necessary for effective job performance.

PHYSICAL DEMANDS: The duties include performing skilled physical assessments, and various skilled nursing activities, such as changing dressings, providing medication via IVs and injections, drawing blood, assisting with personal cares exercises/ambulation, auscultation of lung and bowel sounds, etc. These duties require fine motor coordination/dexterity, the ability to grasp, vision with or without corrective aids adequate for fine motor tasks, patient assessment, and driving. The job requires the ability to sit at a desk for long periods of time, as well as physical demands of occasional lifting greater than 50 lbs., reaching, pushing, walking, going up and down stairs, driving, etc., with or without the use of assistive/adaptive devices.

WORK ENVIRONMENT

AND EQUIPMENT: The employee will perform the duties of the job in an office environment in a private office during employed hours. The ambient noise level in this environment is generally low to moderate. The employee will also perform job related duties in patients' homes and at community sites throughout Johnson County and within a fifty-mile radius of the agency. The employee will be expected to drive to patients' homes and community sites; the driving requirements include in-town and highway driving in good and inclement weather.

ESSENTIAL DUTIES: To be performed satisfactorily with or without reasonable accommodation. The following duties are normal for this position. While this list is intended to be an accurate reflection of the job, it is not to be construed as exclusive or all-inclusive. Other duties may be required and assigned by the employer.

1. Directly supervises and evaluates home care staff through on site observation, regular caseload review, consultation and guidance with problem-solving, priority setting and promoting individual growth.
2. Ensures after hour services are appropriate and effective, and ensures availability of 24 hour supervision. Takes/ assigns responsibility for staff consultation during times the office is closed.
3. Promotes effective patient assignments and continuity of care. Maintains awareness of staff competence, and referral needs. Assigns referrals to the best utilization of staff time and knowledge, and with timely assignment of a primary case manager.
4. Maintains awareness of staffing needs for home care programs, and assures adequate staffing and coverage for patients in event of staff illness, vacations, turnover, or increased patient census.
5. Ensures timely and appropriate agency response to unplanned patient needs. Supervises/ provides telephone counseling to patients and/or families and contacts with home care staff regarding patient changes or needs.
6. Manages referral process and physician contacts to promote positive referral and physician relationships, efficiency for all parties, and compliance with agency

mission and policies. Supervises Intake and Referral Coordinator and assists as needed in taking referral information, and contacts with physicians and other community agencies.

7. Promotes agency's Performance Improvement Program and assists with agency PI Committee, Outcome Based Quality Improvement, and other PI activities to ensure the provision of quality services. Participates in regular documentation review as part of performance appraisal and quality assurance and improvement activities. Promotes effective clinical documentation and use of computerized documentation.
8. Coordinates clinical aspects of the orientation of professional staff.
9. Promotes staff efficiency and productivity; Maintains awareness of staff productivity and works regularly with staff to ensure compliance with agency productivity standards.
10. Maintains knowledge of and promotes effective use of agency therapy and social work services, and support services such as telemedicine, emergency response, and other developing services.. Assists with coordination/ supervision of supportive services as required.
11. Maintains knowledge of third-party reimbursement and compliance and promotes appropriate staff knowledge, care provision, and documentation.
12. Manages patient services with consideration for individual needs and with respect to agency and patient financial resources. Promotes staff accountability for patient education and increasing patient and family knowledge and competence in health monitoring, appropriate health behaviors and self-care.
13. Assists in providing necessary information to facilitate efficient and effective patient billing as necessary. Responds to requests for additional information as required to obtain payment from third party payers.
14. Promotes respectful communication and effective interpersonal relationships with the staff members.
15. Establishes self as a professional role model, and promotes agency and staff professionalism.
16. Maintains collaborative relationship with Controller and Human Resources to maximize effectiveness and efficiency of agency processes.
17. Assists in planning and facilitating Care Conferences and service staff meetings to promote coordination and continuity of care and to provide information relating to home care.
18. Provides input regarding development needs of service staff and assists in planning

and providing in-service programs and education programs.

19. Assists in agency policy development, implementation, and interpretation and promotes staff knowledge of and compliance with agency policies.
20. Represents the agency in VNA Board of Director meetings and community meetings as appropriate.
21. Functions as preceptor for nursing students, directs and coordinates student activities at VNA. Plans home visit experiences for board members, volunteers, and others as requested
22. In the absence of the Executive Director, assumes the authority and responsibility for the daily operation of the agency, under the direction of the Board of Directors.
23. In emergency situations, provides comprehensive nursing services to individuals in the home setting, including assessment, problem identification, goal setting and planning appropriate nursing interventions for patients requiring skilled care.
24. Maintains current CPR instructor status.
25. Complies with state-mandated dependant adult and child abuse mandatory reporter requirements.
26. Uses Information System effectively and assists Clinical staff with IS problem solving as needed.
27. Complies with agency policies.
28. Performs other duties as necessary, including required participation in VNA emergency/ disaster plans.

**Applicants can call Emily Puhl toll free or locally at:
866-862-6877 x 150
319-337-9686 x 150**

Or email their resume/cover letter at puhle@vnaic.org. Applicants can visit our website at www.vnaic.org to get an application.

Reviewed/Revised: 91, 92, 4/96, 7/96, 5/97, 12/98, 2/99, 4/99, 8/99, 7/01, 6/02, 11/05, 3/06, 4/06, 3/08, 8/08, 12/08