

## Hospice Job Descriptions

### Salary Positions

- 01 **EXECUTIVE DIRECTOR/CEO**--Top level position in the agency. Is owner or reports to Board of Directors. Responsible for profitability, planning and overall administration. Accountable for all activities and departments. Administers, directs, and coordinates activities.
- 02 **DIRECTOR OF HOSPICE**--Top level position in the Hospice agency. Is responsible for the direction and overall functions of the hospice or hospice program.
- 03 **CHIEF OPERATING OFFICER/PROGRAM DIRECTOR**--Reports to CEO or parent organization. Responsible for assisting and coordination of agency activities for all departments. Plans, directs, and coordinates all activities. May work for a free standing agency or operate a multi chain branch.
- 04 **TOP LEVEL FINANCIAL EXECUTIVE**--Top level position in Finance Department. Responsible for direction and coordination of activities concerned with financial administration, treasury functions, budgets, general accounting, client business services, computer systems, physical plant, and financial and statistical reporting.
- 05 **SECOND LEVEL FINANCIAL EXECUTIVE**--Second level position in the Finance Department. Reports to and takes on some of the responsibilities of the Top Level Financial Executive. Provides assistance, as may be delegated, in areas of financial administration, budgets, general accounting, financial, and statistical reporting.
- 06 **ACCOUNTANT**--Assists in the day-to-day operations of the Accounting Department. Assists in the preparation of financial reports, budgets, and payroll. Analyzes general ledger accounts and prepares monthly journal entries.
- 07 **TOP LEVEL INFORMATION SYSTEMS EXECUTIVE**--Maintains computer systems and provides assistance in the development and implementation of new systems including network administration. Creates information applications to support business functions. Evaluates systems capabilities and makes recommendations to management to promote optimal utilization.
- 08 **TOP LEVEL MARKETING EXECUTIVE**--Responsible for marketing/selling product lines to viable markets. Fulfills marketing goals by generating new business and maintaining existing business. Explores new business opportunities through referral sources as well as promoting existing business. Responsible for preparation and implementation of a yearly marketing plan.
- 09 **TOP LEVEL DEVELOPMENT/FUNDRAISING EXECUTIVE**--Responsible for the design, development, and implementation of fundraising and innovative marketing programs, special events, capital campaigns, deferred giving programs, and other community relations activities essential to business development.
- 10 **TOP LEVEL HUMAN RESOURCE EXECUTIVE**--Plans, develops, and administers personnel and labor relations programs within the healthcare facility. Formulates, implements, and supervises programs relative to selection, orientation, training, promotion, and welfare of all personnel and all employer-employee relationships. Evaluates manpower requirements. Initiates policies and procedures to achieve objectives of the facility and to ensure maximum utilization of personnel.
- 11 **HUMAN RESOURCES COORDINATOR**--Responsible for coordinating policies and procedures of the human resources department such as hiring and recruiting, training and development, maintaining employee records, etc. Reports to the Top Level Human Resources Executive.
- 12 **HUMAN RESOURCES GENERALIST**--Assists in human resources functions including program development, implementation, and maintenance. Administers human resource policies and programs including recruitment, retention, employee relations, training, compensation and benefits.
- 13 **DIRECTOR OF CLINICAL SERVICES**--Responsible for administration of client care services. Plans, implements, and directs nurses/clinical services to assure quality care and appropriate quantity of services. Has authority and responsibility for operation of programs. Interprets policies and regulations to all nursing personnel and ensures compliance. Analyzes and evaluates nursing and related services rendered to improve quality of care and to better utilize staff time and abilities.

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- 14 **DIRECTOR OF SOCIAL WORK AND COUNSELING**--Responsible for planning and administering social work and counseling programs in identifying and analyzing social and emotional factors underlying client's condition. May include supervision of Director of Bereavement Services and Chaplain. May do home visits.
- 15 **DIRECTOR OF PAYROLL**--Manages the overall agency payroll functions including payroll processing, payroll taxes, reviewing and revising policies and procedures, as well as internal controls, system review and upgrade.
- 16 **DME TECHNICIAN**--Responsible for the delivery, training, and maintenance of all DME equipment.
- 17 **DIRECTOR OF REIMBURSEMENT/BILLING**--Manages the agency billing function by planning, organizing and supervising all reimbursement to promote the optimum benefit coverage for clients and reimbursement of all services. Manages the coordination of documentation necessary for reimbursement, Medicare Compliance, and control of receivables.
- 18 **BUSINESS OFFICE MANAGER**--Manages the collection and processing of data for billing, statistics, and medical orders. Directly supervises such positions as office clerks, secretaries, receptionist, data entry operators, admission/discharge clerks, and volunteer staff.
- 19 **ACCOUNT EXECUTIVE**--Responsible for developing a specific territory for marketing and selling hospice services in the private pay sector. Participates in the development of the overall marketing program.
- 20 **CASE MANAGER/TEAM LEADER**--Responsible for assignment and coordination of activities for a multidisciplinary team (nurses, therapists, home care aides, specialists). Communicates with referral sources, patients, payors, physicians and field staff. Provides continuity of essential clinical and financial information to ensure effective patient care management by professional staff members of the team. Monitors productivity and patient outcomes.
- 21 **CLINICAL SUPERVISOR**--Provides direct supervision and clinical oversight of hospice visiting staff. Responsible for case assignments, follow-up with interdisciplinary staff, communication with patients, physicians, and referral sources. Serves as a clinical resource and educator for field staff.
- 22 **QUALITY IMPROVEMENT/UTILIZATION REVIEW MANAGER**--Responsible for coordination of interdepartmental quality improvement activities such as staff education, utilization review, clinical risk management, and patient satisfaction. Serves as resource to quality improvement committees and work groups. Analyzes outcome reports, including OASIS reports, determines areas for improvement, assists tracks trends and compiles report for professional advisory committee. May be responsible for oversight of agency regulatory and accreditation compliance.
- 23 **SUPERVISOR OF HOME CARE AIDES**--Responsible for the quality and quantity of services rendered by the Home Care/Hospice Aides. Develops and implements new programs and services.
- 24 **SUPERVISOR OF REHABILITATION SERVICES**--Responsible for planning, developing, and facilitating the implementation and the evaluation of occupational therapy, physical therapy, and speech/language pathology programs. Provides clinical consultation. Responsible for monitoring the performance of the therapists. License in area of specialization required.
- 25 **SCHEDULER/STAFFING COORDINATOR**--Coordinates and maintains scheduling for clients and staff.
- 26 **ORIENTATION NURSE/INSTRUCTOR/EDUCATOR**--Implements the orientation and continuing education program of all employees (professional and paraprofessional). Provides individualized instruction and guidance as may be required.

## Hospice Job Descriptions

### Hourly/Per Visit Rate Positions

- 27 MEDICAL DIRECTOR**--Directs, plans, coordinates client care in establishing and implementing standards of medical service, and advises Executive Director/CEO on medical questions and policies.
- 28 PHYSICIAN**
- 31 OCCUPATIONAL THERAPIST**--Plans and provides occupational therapy program for the treatment of physical and psychological dysfunctions. Involves such activities as arts and crafts, practice in functional prevocational and vocational skills, and activities of daily living. Adapts programs according to needs of individual clients. Studies clients' reactions and prepares reports reflecting clients' progress. Meets state educational and licensure requirements to practice
- 32 PHYSICAL THERAPIST**--Organizes and conducts medically prescribed therapy program for clients involving exercise, massage, heat, water, light, and electricity. Applies diagnostic and prognostic muscle, nerve, joint, and functional ability tests. Directs and aids clients in active and passive exercises. Evaluates, records, and reports client progress. Meets state educational and licensure requirements to practice.
- 33 THERAPY ASSISTANT**--Under general supervision of Physical Therapist or Occupational Therapist, exercises client as instructed. Special training required for this position. Meets state educational and licensure requirements to practice.
- 34 RESPIRATORY THERAPIST**--Performs respiratory modalities such as pressure breathing, mechanical ventilation, positive pressure breathing, humidity/medicated aerosol therapy, medical gas administration, pulmonary drainage procedures, and cardiopulmonary resuscitation. Sets up and operates various types of oxygen and other therapeutic gas and mist equipment. Meets state educational and licensure requirements to practice.
- 35 SPEECH/LANGUAGE PATHOLOGIST**--Examines and provides remedial services for clients with speech and language disorders. Speech disorders treated include stuttering, voice disorders, articulation, and speech problems associated with speech impairments. Devises vocal exercises and teaches proper breath control to improve speech. Prepares client progress reports describing therapy and progress made. Meets state educational and licensure requirements to practice.
- 36 REGISTERED NURSE (RN)**--Provides services for clients consistent with the agency's philosophy, policies, and standards of care. Meets state educational and licensure requirements to practice.
- 37 HI TECH NURSE**--Provides clients with specialized services. Provides services such as I.V. therapy, ventilator care, and any other service that requires specialized training of technical skills. Meets state educational and licensure requirements to practice.
- 38 PRACTICAL NURSE (LPN)**--Provides services under the direction of a Registered Nurse, for clients consistent with the agency's philosophy, policies, and standards of care. Meets state educational and licensure requirements to practice.
- 39 NURSE PRACTITIONER**--Serves as liaison between the clinical staff and the administrative operational staff. Plans and evaluates the clinical management of clients. Evaluates treatment plans, medications, and other necessary care. Provides clinical recommendations to nursing staff to address the medical needs of the clients. Can also provide comprehensive client care.

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- 40 PSYCHIATRIC NURSE**--Responsible for the care and needs of psychiatric clients. Administers medications and maintains clients' medical records. Meets state educational and licensure requirements to practice.
- 41 PHARMACIST**--Provides professional pharmaceutical services in compounding and dispensing medications and other pharmaceutical supplies. Uses standard physical and chemical procedures in the filling of written prescriptions. Meets state educational and licensure requirements to practice.
- 42 PHARMACY TECHNICIAN (REGISTERED)**--Under direct supervision, fills routine orders for unit doses and prepackaged pharmaceuticals. May compound and dispense medical prescriptions. Assists pharmacist as directed, including filling orders and preparing labels. Verifies stock for pharmacist inspections, maintains inventory records.
- 43 REGISTERED CLINICAL DIETITIAN**--Responsible for the assessment of clients' nutritional needs relative to medical diagnosis and patient/caregiver education to facilitate achievement of defined nutritional goals and clients' nutritional needs. Meets state educational and licensure requirements to practice.
- 44 HOME CARE AIDE I (HCA I)**--Assists with environmental services such as housekeeping and homemaking services in order to preserve a safe, sanitary home and enhance family life. The Home Care Aide I does NOT provide personal care. May also be called chore worker or homemaker.
- 45 HOME CARE AIDE II (HCA II)**--Provides non-medically directed personal care. May also be called personal care attendant.
- 46 HOME CARE AIDE III (HCA III)/CNA**--Provides personal care services under a medically supervised plan of care. Meets federal and/or state training and licensure requirements. May also be called home health aide.
- 47 MEDICAL SOCIAL WORKER**--Identifies and analyzes the social and emotional factors underlying client illness and communicates these factors to the health team. Assists clients and their families in understanding and accepting treatment to permanent and temporary effects of illness. Master's Degree required. Provides direct and indirect social work services.

### Hourly Positions

- 48 CASE WORKER**--Provides direct or indirect social/environmental work services based on staff and client needs. Assists with the development of the social work assessment of clients and families. Bachelor's Degree in social work, sociology, psychology, or related field required.
- 49 CUSTOMER SERVICE REPRESENTATIVE**--Provides centralized intake, takes client information and refers to appropriate individuals within the agency.
- 50 DISCHARGE PLANNER**--Manages and facilitates the safe and timely transfer of clients from a hospital or skilled nursing facility to the care of the hospice program. Evaluates the clients referred to determine appropriateness for admission.
- 51 BILLING CLERK**--Processes, verifies, bills and coordinates billing matters including Medicare or Medicaid, if applicable. Records payments and reconciles remittance advices. Follow-up on claims denials, pending and aged claims. Performs various functions in the preparation of Medicare/Medicaid billing.
- 52 ACCOUNTING CLERK**--Responsible for the accounts payable/purchase order system and reconciling vendors' monthly statements against the facility's listing of accounts payable. Responsible for purchase orders, invoices, packing slips and processes for payment. Logs vendor purchases and processes orders through purchase order system.
- 53 ADMISSION RN**--Evaluates referrals and makes determination of appropriateness of clients admitted. Communicates between all interdisciplinary teams. Completes all required documentation upon admission. (RN licensure required.)

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- 54 HOME CARE AIDE COORDINATOR**--Responsible for scheduling of Home Care/Hospice Aides. Submits staffing reports on Aide activities. Maintains record of Home Care Aide reports and checks time sheets.
- 55 DIRECTOR OF VOLUNTEER SERVICES**--Organizes and directs a program for recruiting, screening, training, retaining, and utilization of volunteer workers who contribute their services to supplement work of regular staff.
- 56 DIRECTOR OF BEREAVEMENT SERVICES**--Responsible for the hospice bereavement program including organizing and training of bereavement counselors and ensuring that the services reflect family needs and follow the hospice plan of care.
- 57 CHAPLAIN**--Provides patients and members of the family with pastoral care and religious counseling by making routine visits. Performs church rites or makes provisions with an appropriate religious leader to do so.
- 58 PAYROLL CLERK**--Performs various calculations of payroll including withholding and deductions and other payroll functions. Job duties may be coordinated with automated payroll computer service. Job requires coding payroll data for computer processing.
- 59 SECRETARY/CLERK II**--Performs a variety of complicated clerical tasks and computer entry in the processing of non-routine transactions. Functions may include typing reports, formatting computer documents, memoranda, etc., and filing of various documents.
- 60 SECRETARY/CLERK I**--Performs simple, routine, clerical tasks, and computer entry in the processing of various transactions. Functions may include some typing, copying and filing of various documents.
- 61 COMPUTER OPERATOR**--Operates computer and related equipment, such as printers, backup tapes and disk drives. Performs data entry for the processing of various accounting and statistical data including admission and discharge forms, employee daily reports, fee changes, and financial data.
- 62 PURCHASING/SUPPLY CLERK**--Orders, stocks and maintains office, medical, and other supplies. Keeps office machines, such as photocopier and fax in working order through simple maintenance and cleaning.
- 63 MEDICAL RECORDS CLERK**--Performs a variety of clerical tasks related to client admission/discharge process and records. Assigns new codes to the admission process. Verifies discharge information as reported on discharge form. Processes and verifies fees.
- 64 EXECUTIVE ASSISTANT II**--Performs administrative/secretarial duties for president and/or other key executives requiring extensive knowledge of organization, policies, and procedures. Types a variety of correspondences and documents of a confidential and sensitive nature. Position requires the use of word processing. Screens and places phone calls, arranges meetings, and analyzes reports and correspondence as assigned.
- 65 EXECUTIVE ASSISTANT I**--Types letters, memorandum, reports, and administrative forms requiring knowledge of organizational policies and procedures. Position requires the use of word processing. Screens calls for executives, arranges meetings, and analyzes reports and correspondence as assigned. See also Secretary/Clerk I/II.
- 66 RECEPTIONIST** -G greets and directs visitors entering the premises. Operates console to take and relay incoming calls. May perform simple, routine clerical and typing tasks.