Position Description

Title: Chief Operating Officer  
Primary Location: Main Office  
Supervises: Clinical Functions, Quality, Volunteer & Bereavement Services, Direct Clinical Marketing  
Reports to: Chief Executive Officer  
FSLA Class: Exempt  
Effective Date: 4/2012

Position Summary:

Reporting to the Chief Executive Officer (CEO), the Chief Operating Officer (COO) is responsible for leading and managing a comprehensive array of services and programs. S/he will review on an ongoing basis services being offered and develop new programs as needs emerge and growth demands. S/he will be responsible for all activities pertaining to clinical functions, quality and compliance, volunteer and bereavement services and clinical direct marketing efforts. The COO will inform the Chief Executive Officer of all program issues and accomplishments and will provide summary reporting to the Board of Directors.

The COO will partner with the leadership and management team and will also be responsible for all program planning, organizing, operating, and staffing of the areas s/he supervises. S/he is responsible for developing, implementing, and managing the program aspects of the annual budget in conjunction with the Chief Financial Officer and CEO. S/he is responsible for ensuring that all services are in compliance with all federal, state, and funding, regulations, certifications, and licensing requirements.

The COO will be prepared to assume the duties and responsibilities of the CEO when the CEO is absent or unavailable.

Qualifications:

Education: Solid educational background including a bachelor’s degree in nursing required. Master’s degree in health care administration, business or related field preferred.

Experience: Minimum of 5 years of senior level management experience and at least 3 years of Hospice experience required. Proven track record of successful clinical and business management of health service organizations required along with experience supervising seasoned staff operating multiple programs across an organization.

Characteristics and skills: Superior ability to build relationships both internal and external to the organization with the ability to develop an organization-wide strategy for program excellence. Partners with the CEO in engaging community members and maintaining positive relationships and communication pathways with the Board of Directors. Possesses: Superior oral and written communication skills, excellent strategic planning abilities, superior team building and employee relations skills and a passion for the work of hospice, excellent public speaking and teaching skills, a history of inspirational leadership and ethics driven decision making, an engaging style of relating that puts people at ease and encourages open communication, proven track record of systems development and integration into work flow, including the ability to point to tangible examples of reporting and
program measurement and evaluation, an in-depth understanding of hospice clinical and QAPI functions, statistical analysis skills and the ability to report and communicate complex statistical concepts and clearly relate them to operations outcomes, and skilled with multiple computer software programs.

**License/Certification:** Valid Registered Nurses License in the State of Maine. Certification in Hospice and Palliative Care Preferred. Valid driver’s license with a vehicle that is insured in accordance with state and/or agency requirements and is in good working order.

**Essential Duties & Responsibilities:**
1. Responsible for the management of the clinical, quality and compliance, volunteer and bereavement, and direct clinical marketing operations of Hospice of Southern Maine.
2. Provides effective and inspiring leadership as well as stewardship by being actively involved in all programs and services. Implements and leads a continuous quality improvement process throughout the areas supervised, focusing on systems/process improvement. Promotes regular and ongoing opportunities for all staff to give feedback on program operations.
3. Develops strategies and initiatives to help Hospice flourish and grow in a changing health care services environment.
4. Oversees all quality assurance programs and the maintenance and development of revenue streams to sustain Hospice.
5. Provides day-to-day leadership and management of both business and clinical operations that mirrors the mission and core values of the organization.
6. Provides the leadership, management and vision necessary to ensure that the organization has the proper operational controls, administrative and reporting procedures, and people systems in place to effectively grow the organization to ensure operating efficiency.
7. Demonstrates integrity, strives for excellence in his/her work and has experience leading others to new levels of effectiveness and programmatic impact.
8. Responsible for the coordination and delivery of high quality, efficient care for patients and families. Promotes and fosters an interdisciplinary approach to family-focused patient care and strong relationships with community providers.
9. Provides integrated team process leadership for leadership team members in representing areas of responsibility.
10. Skillfully presents information to the Board of Directors and maintains positive relationships with community members and referral sources.
11. Partners with the CEO to represent Hospice of Southern Maine with external constituency groups, including community, government, and private organizations.
12. Build an effective and caring staff organization.
13. Develop short and long term goals/objectives and strategic plans and approaches to accomplish them.
14. Responsible for the measurement and effectiveness of all internal and external processes.
15. Provides timely, accurate and complete reports on the operating condition of the Hospice.
16. Oversees and coordinate financial operations with the Director of Finance.
17. Ensures that all program activities in areas supervised operate consistently and ethically within the mission and values of the organization.
18. Reviews, negotiates and approves all contracts in conjunction with Director of Finance and CEO.
19. Oversee Clinical Operations to include Gosnell Memorial Hospice House and all Home Team operations.
20. Fosters and monitors collaboration with senior management team.
21. Attracts, recruits and retains required members of the team; provide mentoring to meet the leadership needs of this growing organization.
22. Leads and coordinates the research, planning, design, implementation and evaluation of significant projects and organizational change efforts.
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 inservice 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. 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.
13. Attends agency functions as needed outside of office hours.
14. Performs other duties as assigned.

Required Skills, Abilities & Knowledge:

1. Proven ability to establish, and achieve successfully, a strategic vision.
2. Track record of developing and managing a high performing staff.
3. Demonstrated leadership skills to facilitate appropriate direction and supervision to staff.
4. Productive history developing and managing financial and operational goals and objectives.
5. Success developing and implementing program infrastructure and standards.
6. Outstanding interpersonal skills.
7. Comfortable dealing with conflict and staff challenges.
8. Self confident and driven with an ability to establish direction and work with minimal guidance and support.
9. Ability to be at ease and enjoy making presentations and communicating with various audiences.
10. Flexible and able to manage multiple and competing priorities.
11. Experience and success working productively with and leveraging a Board of Directors.
12. Sophistication using a wide array of software applications.

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.

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<thead>
<tr>
<th>Lift or transfer</th>
<th>Occasional (25%)</th>
<th>Frequent (50%)</th>
<th>Continuous (75%)</th>
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<tbody>
<tr>
<td>Up to 10 lbs.</td>
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<td>11-20 lbs.</td>
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<td>21-50 lbs.</td>
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<td>51-100 lbs.</td>
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<td>&gt; 100 lbs.</td>
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### Visual Requirements:
1. The worker deals with office and/or medical equipment at or within arms reach.
2. Must be able to see to drive and to create, complete and read documentation.

### Mental Requirements:
1. Requires the ability to plan and perform a wide variety of duties requiring extensive knowledge of policies and procedures. Requires considerable 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.

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<thead>
<tr>
<th>Activity</th>
<th>Occasional (25%)</th>
<th>Frequent (50%)</th>
<th>Continuous (75%)</th>
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<td>Carry</td>
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<td>Push or pull</td>
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<td>Climb</td>
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<td>Reach</td>
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<td>Stoop or bend</td>
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<td>Crouch</td>
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<td>Kneel</td>
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<td>Handle or feel</td>
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<td>Talk</td>
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<td>See</td>
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<td>Distinguish smell/temperature</td>
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<td>Exposure to blood borne pathogens and infectious disease</td>
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<td>Exposure to hazardous materials</td>
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<td>Repetitive Motion</td>
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Employee’s Signature ___________________________ Date ________________