Position Description

Title: Clinical Supervisor  
Reports to: Chief Operations Officer

Primary Location: Home Program  
FSLA Class: Exempt

Supervises: Home Program Staff  

Position Summary:
The Supervisor is responsible for supervision of the day-to-day clinical activities of the Home Program and its staff (e.g. RNs, HHAs, SWs, Chaplains, assistants, therapies).

Qualifications:
1. **Education**: Graduate of an NLN accredited nursing program; BSN and/or CHPN preferred.
2. **Experience**: Minimum of 2 years supervisory experience in a hospice, acute care, long-term care, or related health care setting required. Home care and/or end of life care nursing experience preferred.
3. **License/Certification**: Registered Nurse licensed in the State of Maine; licensed driver in Maine, with an automobile that is insured in accordance with state and/or agency requirements and is in good working order.

Essential Duties & Responsibilities:
1. Performs all duties and responsibilities in accordance with the Nurse Practice Act and in accordance with basic principles and guidelines of professional nursing.
2. Ensures continuity, cost effectiveness and quality of operations.
   A. Articulates needs of patients transferring between levels of care to staff and promotes continuity of care.
   B. Coordinates and assures a high standard of quality care consistent with each profession on the interdisciplinary team and HSM’s mission.
   C. Assures continuity of care through effective scheduling of staff and ongoing communication of the plan of care throughout the continuum of care.
   D. Monitors costs for providing care, including productivity, overtime, caseloads, etc., and is an efficient steward of resources.
   E. Facilitates patient care and quality management activities by assuring staff participation in quality improvement, utilization review, and risk management related activities.
   F. Provides for a safe environment for patients, guests, visitors, and employees.
   G. Evaluates quality of care delivered by professional staff, as evidenced by clinical assessments and medical review, including nursing home record review.
3. Facilitates communication and provides leadership to staff and other areas of HSM.
   A. Communicates agency information to staff.
   B. Facilitates communications and works effectively between staff, patients, families, caregivers, physicians, vendors, and other departments and professionals as appropriate.
   C. Serves as a liaison with other departments to resolve problems and improve efficiency and effectiveness.
   D. Actively participates in staff meetings, inservices and other related activities.
   E. Provides back up for IDT facilitation as needed.
E. Utilizes basic computer skills to access medication information and document in electronic medical record as required. Provides leadership and support for staff related to EMR.

4. Directly supervises staff and members of the interdisciplinary team.
   A. Supervises staff and meets with them regularly to ensure smooth clinical operations.
   B. Provides consultation and completes joint visits with new clinical staff, including on-call and per diem, at least every other month and as needed.
   C. Serves as a preceptor, and provides ongoing education to staff.
   D. Provides leadership and education to staff through inservices, case conferences and group discussions on hospice philosophy, operations, policies and procedures, and problem solving.
   E. Monitors documentation and implementation of physical, psychosocial, and spiritual interventions for the patient/family/caregiver.
   F. Assures that all documentation meets requirements for accuracy and timeliness, and reflects continuity of care and level of care, billing requirements, patient/caregiver needs, and confidentiality.
   G. Completes employee evaluations in a timely manner.
   H. Responds to, documents, and escalates, all complaints/incidents as needed in a timely manner.

5. Provides level of expertise in patient care to support and facilitate best possible outcomes for patient care.
   A. Maintains competencies in the nursing process to effectively care for patients.
   B. Participates in provision of ongoing education of clinical staff.
   C. Provides expert resources for staff as needed.
   D. Participates in weekend, holiday and administrative on-call coverage as necessary.
   E. Utilizes appropriate resources to maintain knowledge and skills for the hospice care in all settings including regulatory/reimbursement guidelines and integrates into clinical practice.

6. Complies with policies and procedures of HSM.
   A. Adheres to all policies, procedures and regulations regarding patient care, conduct, safety, infection control, fire, security, and risk management.
   B. Reports incidents according to agency policy.
   C. Reviews and recommends changes in policies and procedures annually, and as needed.
   D. Follows disciplinary procedures when employees deviate from policies and procedures.
   E. Maintains confidentiality of business and health information in accordance with HIPAA and state regulations, and HSM policies.

7. Represents and maintains philosophy of HSM.
   A. Participates in quality improvement activities.
   B. Participates in professional and self development by attending continuing education programs/inservices.
   C. Illustrates being a team player by being available to perform other special tasks as assigned to assist with the mission of HSM.

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. Assesses, evaluates and responds to patient situations quickly. Administers emergency care as needed.
2. Shares expertise with others through inservice and collaboration.
3. Works with diverse social and economic situations without imposing own values on patient or family maintains appropriate professional boundaries.
4. Demonstrates a caring and sensitive attitude towards customers and co-workers.
5. Carries out duties and responsibilities of position in a manner that exemplifies excellent customer service.
6. Represents HSM to the community in a positive manner.
7. Demonstrates effective listening skills when communicating with others.
8. Meets standards for continuing education hours.
9. Participates in daily reports, Interdisciplinary Team (IDT) meetings, case conferences, staff meetings, and quality assurance and program improvement activities (including chart audits and follow-up).
10. Offers suggestions to improve policies, procedures, and services in appropriate manner and time.
11. Utilizes proper body mechanics and safe working techniques.
12. Reports unsafe environments/practices to supervisor in a timely manner.
13. Demonstrates knowledge and support of agency’s safety and OSHA policies.
14. Demonstrates use of safety judgment on a case-by-case basis.
15. Reports patient and employee incidents according to Agency protocols.
16. Participates in department and Agency projects and committees as needed.
17. Demonstrates flexibility, versatility and a positive attitude in integrating additional duties.
18. Attends mandatory meetings and inservices, unless excused in advance by Supervisor.
19. Portrays a positive attitude towards the Agency by supporting its mission, vision, values, policies and procedures.
20. Acts in a manner consistent with the Code of Conduct outlined in the Agency’s Corporate Compliance Program.
22. Adheres to all Agency, State, and Federal policies and procedures, laws, and regulations which are relevant to job responsibilities.

**Required Skills, Abilities & Knowledge:**
1. Ability to work independently, while collaborating with other team members.
2. Ability to work with patients/families of all ages.
3. Ability to work with the changing needs of patients.
4. Ability to evaluate a situation quickly and respond appropriately.
5. Ability to adapt quickly to changing patient or Agency priorities.
6. Excellent written and verbal communication skills.
7. Ability to self-motivate.
8. Excellent organizational, prioritization and time management skills.
9. Ability to deal effectively with stress.
10. Ability to utilize Microsoft Office applications, as well as basic understanding of general computer use.
11. Ability to effectively utilize an electronic medical record.

**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.

<table>
<thead>
<tr>
<th>Activity</th>
<th>Occasional (25%)</th>
<th>Frequent (50%)</th>
<th>Continuous (75%)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Lift or transfer</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Up to 10 lbs.</td>
<td></td>
<td></td>
<td>X</td>
</tr>
<tr>
<td>11-20 lbs.</td>
<td></td>
<td></td>
<td>X</td>
</tr>
<tr>
<td>21-50 lbs.</td>
<td></td>
<td></td>
<td>X</td>
</tr>
<tr>
<td>51-100 lbs.</td>
<td></td>
<td></td>
<td>X</td>
</tr>
<tr>
<td>&gt; 100 lbs.</td>
<td></td>
<td></td>
<td>X</td>
</tr>
<tr>
<td>Carry</td>
<td>X</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Push or pull</td>
<td></td>
<td></td>
<td>X</td>
</tr>
<tr>
<td>Climb</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Reach</td>
<td></td>
<td></td>
<td>X</td>
</tr>
<tr>
<td>Stoop or bend</td>
<td></td>
<td></td>
<td>X</td>
</tr>
<tr>
<td>Action</td>
<td>Occasional (25%)</td>
<td>Frequent (50%)</td>
<td>Continuous (75%)</td>
</tr>
<tr>
<td>--------------------------------------------</td>
<td>------------------</td>
<td>----------------</td>
<td>------------------</td>
</tr>
<tr>
<td>Crouch</td>
<td></td>
<td>X</td>
<td></td>
</tr>
<tr>
<td>Kneel</td>
<td></td>
<td></td>
<td>X</td>
</tr>
<tr>
<td>Handle or feel</td>
<td></td>
<td>X</td>
<td></td>
</tr>
<tr>
<td>Talk</td>
<td></td>
<td></td>
<td>X</td>
</tr>
<tr>
<td>Hear</td>
<td></td>
<td></td>
<td>X</td>
</tr>
<tr>
<td>See</td>
<td></td>
<td></td>
<td>X</td>
</tr>
<tr>
<td>Sit, walk, stand</td>
<td></td>
<td></td>
<td>X</td>
</tr>
<tr>
<td>Distinguish smell/temperature</td>
<td></td>
<td></td>
<td>X</td>
</tr>
<tr>
<td>Exposure to blood borne pathogens and infectious disease</td>
<td>X</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Exposure to hazardous materials</td>
<td></td>
<td></td>
<td>X</td>
</tr>
<tr>
<td>Repetitive Motion</td>
<td></td>
<td></td>
<td>X</td>
</tr>
</tbody>
</table>

**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, complete appropriate documentation and assess patient condition and function.

**Mental Requirements:**
1. Requires the ability to plan and perform a wide variety of duties requiring general 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.