Position Description

<table>
<thead>
<tr>
<th>Title: House Manager</th>
<th>Reports to: Clinical Services Director</th>
</tr>
</thead>
<tbody>
<tr>
<td>Primary Location: Gosnell House</td>
<td>FSLA Class: Exempt</td>
</tr>
<tr>
<td>Supervises: All Gosnell House Staff (clinical, housekeeping, maintenance, dietary, reception)</td>
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<td>Effective Date: 1/12/2010</td>
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Position Summary:
The House Manager is responsible for the management and coordination of the Gosnell Memorial Hospice House, ensuring continuity, cost effectiveness and quality of operations. This position is also responsible to facilitate communication, provide leadership to the Gosnell House staff and other areas of HSM, and directly supervise all Gosnell House Staff (nurses, home health aides, social workers, cooks, housekeepers, house assistants).

Qualifications:
1. **Education**: Bachelor’s degree in nursing, public health, health services or business administration, or related field such as public administration preferred. CHPN preferred.
2. **Experience**: Minimum of 3-4 years of progressively responsible experience in acute care nursing (oncology and/or hospice) required. Experience managing staff on a shift basis and recent experience in a skilled facility or as a case manager of hospice patients required.
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. Manages and coordinates the operation of the Gosnell House.
   - Hires and maintains qualified numbers of staff to effectively care for the patient population.
   - Responsible for the financial management of the House, including budget preparation, expense approval, contracting issues, and being responsive to all financial issues.
   - Provides decision-making regarding contract services, as appropriate.
   - Provides leadership responsibilities for other areas of the program as assigned.
   - Presents ongoing plans for improved efficiency and effectiveness of care and services.
   - Delegates responsibility and work appropriately.
   - Ensures House compliance with all applicable laws and regulations to maintain appropriate certifications for operation.
2. Ensures continuity, cost effectiveness and quality of operations.
   - Articulates needs of patients transferring between levels of care to staff and promotes continuity of care.
   - Coordinates and assures a high standard of quality care consistent with each profession on the interdisciplinary team and HSM’s mission.
   - Assures continuity of care through effective scheduling of staff and ongoing communication of the plan of care throughout the continuum of care.
   - Monitors costs for providing care and is an efficient steward of resources.
• Facilitates patient care and quality improvement activities by assuring staff participation in related QAPI activities.
• Provides for a safe environment for patients, guests, visitors, and employees.
• Evaluates quality of care delivered by professional staff, as evidenced by clinical assessments and medical review.

3. Facilitates communication and provides leadership to the House staff and other areas of HSM.
• Effectively communicates information to House staff.
• Facilitates communications and works effectively with House staff, patients, families, caregivers, physicians, vendors, and other departments and professionals as appropriate.
• Serves as a liaison with other departments to resolve problems and improve efficiency and effectiveness.
• Actively participates in staff meetings, inservices and other related activities.

4. Directly supervises House staff and applicable members of the interdisciplinary team.
• Supervises all House staff and meets with them regularly to ensure smooth operations.
• Serves as a preceptor, and provides ongoing education to patient care staff.
• Identifies and promotes the skills and abilities of each staff person.
• Provides leadership and education to staff through inservices, case conferences and group discussions on hospice philosophy, operations, policies and procedures, and problem solving.
• Monitors documentation and implementation of physical, psychosocial, and spiritual interventions for the patient/family/caregiver.
• Assures that all documentation meets requirements for accuracy and timeliness, and reflects continuity of care and level of care, billing requirements, patient/care giver needs, and confidentiality.
• Continually supervise staff and work performance, following disciplinary procedures when necessary.
• Completes employee evaluations in a timely manner.
• Assists in the supervision of staff that are shared with other HSM departments.

5. Provides level of expertise in patient care to support and facilitate best possible outcomes for patient care.
• Maintains competencies in the nursing process to effectively care for patients.
• Participates in provision of ongoing education of clinical staff.
• Provides expert resources for staff as needed.
• Participates in administrator on-call rotation.

6. Complies with policies and procedures of HSM.
• Adheres to all policies, procedures and regulations regarding patient care, conduct, safety, infection control, fire, security, and risk management.
• Reports incidents according to agency policy.
• Reviews and recommends changes in policies and procedures annually, and as needed.
• Maintains confidentiality of business and health information in accordance with HIPAA, federal and state regulations, and HSM policies.

7. Represents and maintains philosophy of HSM.
• Participates in quality improvement activities.
• Participates in professional and self development by attending continuing education programs/inservices.
• Acts as liaison with referral sources when indicated.
• Develops and maintains contact with community members around the care of Gosnall House patients.
• 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 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.

**Required Skills, Abilities & Knowledge:**
1. Excellent written and verbal communication and public relations skills.
2. Flexible and reliable.
3. Understanding of applicable regulatory guidelines.
4. Ability to focus on the objective of the position.
5. Creative in thought and in implementation.
6. Ability to work well in settings presenting diverse physical conditions and socio-cultural environments.
7. Leadership skills to facilitate appropriate direction and supervision to staff.
8. Comfortable dealing with conflict and staff challenges.
9. Self confident and driven with an ability to establish direction and work with minimal guidance and support.
10. Able to manage multiple and competing priorities.
11. Excellent time management and organizational skills.
12. Presents as a business professional.
13. Ability to adapt to changing Agency priorities.
14. Demonstrated understanding of, and ability to effectively use, various computer software applications, including an electronic medical record, and Microsoft Word, Excel and Outlook.

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

Employee’s Signature __________________________________________ Date ________________