# Clinical Manager

North Hawaii Hospice is in search of a nurse clinical manager with experience in leading a home care/hospice clinical team.

The Clinical Manager is responsible for the overall direction of hospice and palliative care clinical services. The Clinical Manager implements and evaluates goals and objectives for hospice services that meet and promote the hospice standards of quality and contribute to the total organization and community mission.

REQUIRED EDUCATION & EXPERIENCE:
• Registered nurse in Hawaii, with current licensure to practice professional nursing • Bachelor’s degree in Nursing from an accredited program by the National League for Nursing • Certification in Hospice and Palliative Care Nursing (preferred) • Three years of management experience in a hospice or related home care/healthcare organization (preferred)

REQUIRED KNOWLEDGE, SKILLS, & ABILITIES:
• Demonstrated ability to supervise and direct professional staff • Ability to deal tactfully with customers and the community • Must be a licensed driver with licensed automobile that is insured in accordance with state and/or organization requirements and is in good working order • Excellent observation, verbal, and written communication skills • Knowledge of business management, governmental regulations, and Hospice Medicare Conditions of Participation (will provide training) • Possess and maintain current CPR certification

OTHER REQUIREMENTS:
• Must be flexible in work hours • Willingness to maintain comprehensive working knowledge regarding information systems and applicable software programs and applications

ESSENTIAL JOB FUNCTIONS:
• Must meet state and federal requirements for the position • Coordinates and oversees all direct patient care services provided by clinical personnel • Provides guidance and counseling to case managers and operations coordinators to assist them in continually improving all aspects of hospice care delivery • Provides direction to case managers and clinical team members related to hospice care delivery • Provides help in assessment, planning, implementation, and evaluation of patient and family/caregiver care for all clinical personnel • Interprets operational indicators to detect census changes and increases or decreases in patient volume that could impact staffing levels, revenues, or expenses • Evaluates performance of clinical team personnel • Assists team members to develop skills and techniques • Conducts annual evaluations on clinicians, or more frequently if indicated • Oversees the electronic medical record, quality statistics, and reports for the purpose of quality committee reporting • Assures proper maintenance of documentation in compliance with local, state, and federal laws • Responsible for the maintenance of adequate and appropriate supplies and equipment for the provision of patient care • Develops, implements, and evaluates the orientation program for new clinical personnel • Responsible for orientation of new organization personnel, directly or delegated • Plans and oversees in-service and continuing education programs to meet education and training needs of organization personnel • Assists with the evaluation of organizational performance via quality assurance and performance improvement programs • Assures the quality and safe delivery of hospice services provided through the organization • Develops, recommends, and administers clinical policies and procedures • Assures compliance with all hospice related local, state, and federal laws, including certification by assuring compliance with Medicare Hospice requirements • Promotes hospice referrals in the health care community • In the absence of the Executive Director, the Clinical Manager will serve as the acting administrator for hospice surveyors • Other duties as assigned by the Executive Director

BENEFITS & COMPENSATION:
• Competitive salary commensurate with experience, plus bonus structure • Mileage Reimbursement • Medical, Dental, Vision, Life Insurance and 401(k) available • Paid vacation and sick time plus Holidays • Financial support to seek and maintain hospice and palliative care national certification

Resumes may be faxed to (808) 930-6633 or through the website [www.northhawaiihospice.org](http://www.northhawaiihospice.org). PLEASE NO PHONE CALLS.