DIRECTOR OF CLINICAL SERVICES

Reports to: Vice President of Clinical Operations

POSITION SUMMARY:

The Director of Clinical Services is a health care professional who is approved by the Board of Directors to organize and direct the Agency’s service programs. He/she functions under the direction of the Vice President of Clinical Operations and the Governing Body and reports directly to the Vice President of Clinical Operations.

QUALIFICATIONS:

- Must be a Registered Nurse or other health care professional with public health, home health care, or hospital background
- Must have at least one year of home care experience obtained within the last 36 months
- Must have at least one year of supervisory experience.
- Must be CPR certified
- Visual/hearing ability sufficient to comprehend written/verbal communication
- Ability to deal effectively with stress
- Ability to multi-task
- Must be empathetic, non-judgmental, tactful, responsible, and organized
- Must understand the team approach and be a supportive team member
- Must have and maintain a valid Michigan Driver’s License, maintain automobile insurance coverage and have access to a reliable automobile

JOB DUTIES AND RESPONSIBILITIES:

- Assists in planning overall development and administration of the agency as set forth in the policies and procedures relating to the Agency
- Advises the Agency Administrator in community needs and recommends appropriate changes in staffing, budgets, policies or programs to meet those needs
- Oversees maintenance of an accurate record keeping system, evaluates the effectiveness of programs and recommends appropriate modifications
- Directs implementation of approved work methods and procedures that reflect elements essential to rendering high quality care
- Assists Agency Administrator and Vice President of Clinical Operations in selection, orientation, direction and evaluation of staff
- Promotes an effective system of communication throughout the Agency
• Reviews and evaluates existing clerical and administrative policies and practices to determine if current methods provide the means for the staff to carry out their responsibilities and achieve projected goals
• Participates in the review, analysis, and appraisal of the effectiveness of the total Agency program
• Oversees the coordination of the quarterly clinical record review program
• Ensures the accuracy of the public information materials and activities
• Supervises Professional personnel and office staff
• Oversees the selection and maintenance of a qualified, well-organized staff to provide care for the needs of the patients
• Oversees the establishment of staffing patterns, which reflect the quality and quantity of various personnel necessary to plan, provide, and supervise the care rendered to patients
• Establishes methods for coordination of care by all disciplines
• Provides leadership in promoting and maintaining standards for giving good quality care by all members of the patient care team
• Supervises and teaches in order to improve practices with the Agency
• Establishes service committees to facilitate and attain the objectives of the service program
• Periodically reviews policies with the Professional Advisory Committee
• Serves as a member of the Professional Advisory Committee
• Participates in local organizations and activities related to the health profession
• Provides for continuing education and in-services for all staff
• Reviews Incident Reports and Complaints, in conjunction with the Director of Nursing, with timely and appropriate resolution, assisting the Administrator in providing action plans, as appropriate
• Monitors patient clinical records concurrently and retrospectively, utilizing agency thresholds and indicators
• Reviews clinical records for completeness, accuracy, and appropriateness of answers to OASIS questions as related to other information found in the clinical record
• Audits clinical records for completeness on an on-going basis
• Works with professional clinicians in developing plan for patient frequency of visits that are clinically appropriate for the patient
• Assists agency personnel in care coordination of patient services
• Develops and evaluates orientation in conjunction with the Vice President of Clinical Operations
• Functions as a clinical resource to agency personnel
• Responsible for assessing, planning, implementing and evaluating Performance Improvement for the Agency
• Arranges for Performance Improvement Committee meetings and records minutes of each
• Serves on Professional Advisory Committee
• Stays up-to-date on changes in OASIS and home health PPS requirements, reports such changes to Agency Administrator, Vice President of Clinical Operations and field clinicians
• Completes the periodic OBQI initiatives for Agency
• Manages the overall flow of work for Quality Assurance throughout the Agency
• Employee will be required to travel for meetings as necessary
• Other duties as requested by the Agency Administrator
• Supervises the Director of Nursing, Director of Therapy, Quality Assurance Nurse, Quality Assurance Assistant, Clinical Education Supervisor and Nursing Supervisor.
• This description is intended to describe the essential job functions, the general supplemental functions and the essential requirements for the performance of this job. It is not an exhaustive list of all duties, responsibilities and requirements of a person so classified. Other functions may be assigned and management retains the right to add or change the duties at any time.