

**Job Title/Position:** *Director of Clinical Services*

**Reports To:** *Executive Director/Administrator*

## **JOB DESCRIPTION SUMMARY**

The Director of Clinical Services is responsible for the overall direction of home health clinical services. The Director of Clinical Services establishes implements and evaluates goals and objectives for home health services that meet and promote the standards of quality and contribute to the total organization and philosophy. This is an exempt position.

## **ESSENTIAL JOB FUNCTIONS/RESPONSIBILITIES**

1. Coordinates and oversees all direct and indirect client services provided by clinical organization personnel.
2. Provides guidance and counseling to coordinators and Clinical Supervisors to assist them in continually improving all aspects of home health care services, provided through organization personnel.
3. Assists Clinical Supervisors in managing clinical teams and planning.
4. Provides help in assessment, planning, implementation and evaluation of client and family/caregiver care to all clinical personnel as indicated.
5. Assists the Executive Director/Administrator in the preparation and administration of the organization's budget.
6. Accurately processes invoices and check requests including auditing for accuracy, proper authorization, and completeness of supporting documentation.
7. Assigns invoice account distributions in accordance with the chart of accounts.
8. Interprets operational indicators to detect census changes and increases or decreases in volume, which could impact staffing levels, revenues or expenses.
9. Processes travel and expense vouchers.
10. Negotiates service pricing with insurance Case Managers and other payers within established financial and credit parameters.
11. Negotiates per diem or visit payment rates for creative bundling of home care services.
12. Evaluates performance of Clinical Supervisors.
13. Assists Clinical Supervisors to develop skills and techniques in evaluating the performance of clinicians.
14. Hires, evaluates, and terminates organization personnel.
15. Conducts clinician performance evaluations annually, or more frequently if indicated.

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16. Directs all daily patient referral and intake operations including providing direct oversight of the establishment and implementation of intake policies.
17. Ensures compliance with all state, federal, and Joint Commission referral/intake regulatory requirements.
18. Oversees the maintenance of client clinical records, statistics, reports and records for purposes of evaluation and reporting of organization activities.
19. Assures proper maintenance of clinical records in compliance with local, state and federal laws.
20. Forwards copies of clinical records to authorized users according to policy.
21. Supervises the use of the clinical records information system and maintains a comprehensive working knowledge of the system including upgrades and enhancements.
22. Recruits, selects, orients, and manages members of the clinical records team.
23. Responsible for the maintenance of adequate and appropriate inventory supplies and equipment for the provision of client services.
24. Develops, implements, and evaluates the orientation program for new organization personnel. Responsible for orientation of new organization personnel, either directly or by delegating to another staff member.
25. Plans and implements in-service and continuing education programs to meet education and training needs of organization personnel.
26. Assists with the evaluation of organization performance via performance improvement program, productivity, quarterly and annual reviews. Assures for the quality and safe delivery of home health services provided through the Organization.
27. Assists in the development of organization goals. Develops, recommends, and administers Organization policies and procedures.
28. Assures compliance with all local, state and federal laws regarding licensure and certification of organization personnel and, maintains compliance to the Joint Commission Home Care standards.
29. Stays informed about changes in the field of nursing and home health care; shares information with appropriate organization personnel.
30. Promotes home health referrals in the health care community.
31. In the absence of the Executive Director/Administrator, the Director of Clinical Services will become the acting Executive Director/Administrator and will be vested with authority to act in behalf of the Executive Director/Administrator.
32. Other duties as assigned by the Executive Director/Administrator.

## POSITION QUALIFICATIONS

1. Registered nurse with current licensure to practice professional nursing in the State.

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2. Bachelor's degree in Nursing from an accredited program by the National League for Nursing preferred.
3. Minimum of at least five years of management experience in a home health or related health care organization.
4. Demonstrated ability to supervise and direct professional administrative personnel.
5. Ability to market and deal tactfully with customers and the community.
6. Must be a licensed driver with an automobile that is insured in accordance with state and/or Organization requirements and is in good working order.
7. Has excellent observation, verbal and written communication skills.
8. Knowledge of business management, governmental regulations and Joint Commission standards

## ENVIRONMENTAL CONDITIONS

There are no harmful environmental conditions that are present for this position.

The noise level in the work environment is usually moderate.

## PHYSICAL ACTIVITIES

The following physical activities described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions and expectations.

The frequency of each activity will be identified by the following codes:

R - Rarely (less than .5 hr. per day)

O - Occasionally (.5 to 2.5 hr. per day)

F - Frequently (2.5 to 5.5 hr. per day)

C - Continually (5.5 to 8 hr. per day)

NA - Not Applicable

The activities below are intended to describe the general context/requirements for performance of this job. It is not an exhaustive statement of duties, responsibilities, or requirements and does not limit the assignment of additional duties.

Physical Activities	Code	Describe any repetition or a unique application of activity, which may be associated with this position
<b>Sitting</b>	<b>F</b>	
<b>Stationary Standing</b>	<b>F</b>	
<b>Walking</b>	<b>F</b>	
<b>Ability to be Mobile</b>	<b>C</b>	
<b>Crouching (bend at knees)</b>	<b>F</b>	
<b>Kneeling/Crawling</b>	<b>R</b>	

<b>Stooping (bend at waist)</b>	F	
<b>Twisting (knees/waist/neck)</b>	F	
<b>Turning/Pivoting</b>	F	
<b>Climbing</b>	O	
<b>Balancing</b>	F	
<b>Reaching Overhead</b>	F	
<b>Reaching Extension</b>	F	
<b>Grasping</b>	F	
<b>Pinching</b>	O	
<b>Pushing/Pulling</b>	O	
<b>Weight Ranges</b>	Up to 25lbs.	
<b>Lifting/Carrying</b>	O	
<b>Other</b>		
Sensory Activities	Code	Describe any repetition or a unique application of activity, which may be associated with this position
<b>Talking in Person</b>	C	
<b>Talking on telephone</b>	F	
<b>Hearing in person &amp; on phone</b>	C	
<b>Vision for close</b>	F	

I have read and understand the job description for community liaison and reviewed the ADA requirements for my job description and affirm that I can perform all the job requirements and ADA requirements for the job of Director of Clinical Services.

Without accommodation.

With the following accommodation: \_\_\_\_\_

Employee Signature: \_\_\_\_\_ Date: \_\_\_\_\_

Employee Name Printed: \_\_\_\_\_

Witnessed by Agency employee: \_\_\_\_\_