

LB Homes

Home Care Manager/Clinical Manager - LB Home Care

Department: Home Care

FLSA Status: Exempt

Grade/Level:

Job Type: Regular

Work Schedule:

Normal business hours and as needed to meet organization's needs

Job Status: Full Time

Reports To: Community Services Director

Amount of Travel Required: 5%

Positions Supervised: LB Home Care staff and contracted services.

POSITION SUMMARY

The Home Care Manager/Clinical Manager is responsible for establishing and implementing LB Home Care's Skilled Home Care Processes. The Clinical Manager or qualified designee provides oversight of all patient care services and personnel including: making patient and personnel assignments; coordinating patient care; coordinating referrals; assuring that patient needs are continually assessed; and assuring the development and implementation, and updates of the individualized plan of care.

ESSENTIAL FUNCTIONS

Reasonable Accommodations Statement

To accomplish this job successfully, an individual must be able to perform, with or without reasonable accommodation, each essential function satisfactorily. Reasonable accommodations may be made to help enable qualified individuals with disabilities to perform the essential functions.

Essential Functions Statement(s)

- Leads, manages and holds LB Home Care clinical staff accountable for following regulations, policies and procedures and providing excellent, quality, timely care and services.
- Schedules and conducts L-10 meetings with assigned staff and follows EOS processes.
- Develops and implements processes, policies and procedures and coordinates and oversees all patient services provided by clinical personnel.
- Provides direct oversight of assessment, planning, implementation and evaluation of patient and family/caregiver care to all clinical personnel.
- Assists the Community Services Director in the preparation and administration of the LB Home Care budget.
- Interprets operational indicators to monitor census changes and increases or decreases in volume, which could impact staffing levels, revenues or expenses. Makes adjustments accordingly.
- Complies with and assures LB Home Care staff's compliance with the LB Homes Employee Handbook and policies and procedures.
- Hires, evaluates, and terminates organization personnel.

- Develops, implements and evaluates LB Home Care orientation for new Home Care personnel. Is responsible for conducting this portion of new employee orientation or delegating it to other qualified staff.
- Plans and implements inservice and continuing education programs to meet education and training regulatory requirements and needs of LB Home Care personnel.
- Conducts quarterly conversations and annual performance evaluations of persons in positions supervised.
- Collaborates with the HIM Coordinator to assure the maintenance of accurate patient records in accordance with regulation. Monitors statistics and reports for purposes of evaluation and reporting on LB Home Care activities.
- Is responsible for the maintenance of adequate and appropriate supplies and equipment for the provision of patient services.
- Assists with the evaluation of LB Home Care's performance via the QAPI program. Assures staff productivity and the delivery of safe, quality home health services.
- Participates in the development of LB Homes goals. Develops, recommends, and administers LB Homes and LB Home Care policies and procedures.
- Collaborates with LB Homes HR department to assure compliance with all local, state and federal laws regarding licensure and certification of LB Home Care personnel.
- Stays informed about nursing and home health care changes and adjusts LB Home Care procedures accordingly.
- Remains updated and familiar with the rules and regulations of third party agencies, state licensure and medicare standards.
- Promotes referrals to LB Home Care and LB Homes' care sites and services.
- In the absence of the LB Homes Community Services Director/Administrator, the Home Care Manager/Clinical Manager will become the acting Administrator of LB Home Care and will be vested with authority to act on their behalf.
- Other duties as assigned.

POSITION QUALIFICATIONS

Competency Statement(s)

- Integrity - Always do what is right.
- Compassion - Open your heart and show you care.
- Dedication - LB Homes can count on you.
- Team Work - Help each other make it happen.
- Customer Service - Know the need and meet it.
- Leadership - Ability to influence others to perform their jobs effectively and to be responsible for making decisions.
- Decision Making - Ability to make critical decisions while following company procedures.
- Communication, Oral - Ability to communicate effectively with others using the spoken word.
- Communication, Written - Ability to communicate in writing clearly and concisely.
- Resource Management (People & Equipment) - Ability to obtain and appropriate the proper usage of equipment, facilities, materials, as well as personnel.
- Problem Solving - Ability to find a solution for or to deal proactively with work-related problems.
- Delegating Responsibility - Ability to allocate authority and/or task responsibility to appropriate

people.

- Training - Ability to develop a particular skill in others to bring them up to a predetermined standard of work performance.
- Active Listening - Ability to actively attend to, convey, and understand the comments and questions of others.
- Applied Learning - Ability to participate in needed learning activities in a way that makes the most of the learning experience.
- Assertiveness - Ability to act in a self-confident manner to facilitate completion of a work assignment or to defend a position or idea.
- Empathetic - Ability to appreciate and be sensitive to the feelings of others.
- Judgment - The ability to formulate a sound decision using the available information.
- Conflict Resolution - Ability to deal with others in an antagonistic situation.
- Safety Awareness - Ability to identify and correct conditions that affect employee safety.

SKILLS & ABILITIES

Education: Associate's Degree (two year college or technical school) Required, Field of Study: Nursing
Bachelor's Degree (four year college or technical school) Preferred, Field of Study: Nursing

Experience: Management experience and working knowledge of the requirements of the Minnesota Comprehensive Home Care License, CMS Skilled Home Care License and federal, state and insurance reimbursement programs used by clients.

Computer Skills: Basic computer skills and the ability to maximize use of web based software and the electronic health record used by the organization

Certifications & Licenses: Current Minnesota RN licensure or licensed physician, physical therapist, speech-language pathologist, occupational therapist, audiologist, social worker
Current CPR Certification
Valid drivers' license and proof of insurance

Other Requirements: Must receive a "not disqualified" criminal background result from the Department of Human Services and may not be on the OIG exclusions list.
Cellular phone account for work related use.

PHYSICAL DEMANDS

N (Not Applicable) Activity is not applicable to this position.
O (Occasionally) Position requires this activity up to 33% of the time (0 - 2.5+ hrs/day)
F (Frequently) Position requires this activity from 33% - 66% of the time (2.5 - 5.5+ hrs/day)

C (Constantly)

Position requires this activity more than 66% of the time (5.5+ hrs/day)

Physical Demands

Stand	F
Walk	F
Sit	F
Manually Manipulate	F
Reach Outward	F
Reach Above Shoulder	F
Climb	O
Crawl	N
Squat or Kneel	O
Bend	F
Grasp	F
Speak	F

Lift/Carry

10 lbs or less	C
11-20 lbs	F
21-50 lbs	O
51-100 lbs	N
Over 100 lbs	N

Push/Pull

12 lbs or less	F
13-25 lbs	F
26-40 lbs	O
41-100 lbs	N

Other Physical Requirements

- Vision (Near, Distance)
- Sense of Sound - spoken word, alarms, telephones, assessment equipment
- Sense of Touch
- Ability to wear Personal Protective Equipment (PPE) - gloves, masks, gowns, goggles
- Sense of Balance

WORK ENVIRONMENT

Office setting and occasional travel to client homes.

Employee
Signature: _____

Date: _____

Supervisor
Signature: _____

Date: _____

The company has reviewed this job description to ensure that essential functions and basic duties have been included. It is intended to provide guidelines for job expectations and the employee's ability to perform the position described. It is not intended to be construed as an exhaustive list of all functions, responsibilities, skills and abilities. Additional functions and requirements may be assigned by supervisors as deemed appropriate. This document does not represent a contract of employment, and the company reserves the right to change this job description and/or assign tasks for the employee to perform, as the company may deem appropriate.