

Clinical Manager

The Clinical Manager is responsible for directing the clinical activities of the branch; planning clinical services to clients and conferring with employee to assure services are provided at quality levels consistent with professional standards of practice. The position reports to the General Manager and is qualified to act in the absence of the General Manager.

Duties and Responsibilities:

1. Client Care:
 - A. Ensures client care is delivered according to established care guidelines, Plan of Care, physician orders, agency policies and procedures and meets insurance and payer requirements.
 - B. Plans, directs and participates in the delivery of client care services, including case assignment and visit scheduling activities.
 - C. Establishes and implements priorities for service, when necessary.
 - D. Recommends, implements and interprets policies and procedures relevant to the provision of client care services.
 - E. Serves as a clinical resource to employee.
 - F. Participates in the intake and referral process to receive complete clinical information and assure clients are accepted for care according to company admission criteria.
 - G. Reviews clinical record documentation to assure compliance with state and federal regulations and company policies and procedures.
 - H. Communicates effectively with Case Managers and employees to monitor the changing needs of the client and the family.
 - I. Leads regularly scheduled clinical meetings and case conferences.
 - J. Participates in the after hours on-call process to ensure client care policies and procedures are followed and staffing issues resolved.
2. Community Relations:
 - A. Acts as a liaison with other community organizations, to include community education.
 - B. Serves as a liaison between the company and the client and family.
 - C. Promotes a positive image of the company services in the community.
 - D. Develops and maintains a good working relationship with referral sources including physicians, hospitals, nursing homes, community resources, insurance companies and payers.
3. Personnel Management:
 - A. Assists with the recruitment and hiring of qualified employees to meet client care needs.
 - B. Assists with the orientation of new employees and Home Health Competency Evaluation according to established guidelines.
 - C. Maintains and enhances professional and managerial expertise through appropriate education, inservice and training activities; identifies employee learning needs.
 - D. Assists with the performance review process of all branch employees.
 - E. Establishes an environment that fosters the development of professional and paraprofessional employee.
 - F. Monitors the skills and services of branch employee.
 - G. Maintains on-going communication with branch employee.

- H. Communicates with the Staffing Manager with regard to the scheduling needs and concerns of clients and families.
 - I. Portrays role modeling, teamwork, accountability and a positive attitude.
 - J. Keeps General Manager informed of all critical client care information.
 - K. Performs other related duties and responsibilities as assigned by the Branch Office.
4. Financial:
- A. Assists the General Manager in controlling costs to achieve branch financial objectives.
 - B. Assists the General Manager in monitoring Case Manager and field employee productivity.
 - C. Works closely with the General Manager to ensure gross profit objectives for each client are met, ultimately meeting the branch financial objectives.

Physical/Environmental Demands:

Heavy to Very Heavy. Heavy lifting necessary for client care. Nursing care provided in individual client homes. Must be adaptable to a variety of environments and community settings. Must be able to drive or use public transportation in all types of weather.

Exerting in excess of 100 pounds of force occasionally, in excess of 50 pounds of force frequently, in excess of 20 pounds of force constantly to move objects. Physical demand requirements are in excess of those for heavy work.

Qualifications:

1. Currently licensed as a R.N. in the state of Minnesota. The license must not have been revoked, suspended, and without limitations or restrictions. BSN preferred.
2. Have at least two (2) years experience in the home care field.
3. Demonstrate ability to make appropriate nursing judgements.
4. Strong interpersonal communication and teaching skills.
5. Strong organizational skills and the ability to work independently.
6. Strong written and oral communication skills.
7. Access to a dependable vehicle or public transportation in order to travel to multiple company business stops a day.
8. A valid driver's license and proof of car insurance when using a personal vehicle for company business.
9. Proof of negative mantoux or documentation of negative chest x-ray.
10. Current CPR certification highly recommended.
11. Have U.S. Citizenship or evidence of valid Alien Work Permit.
12. Disclose any conviction and criminal history records pertaining to any crime related to the provision of health services. A candidate who has been convicted of such crimes will be hired.
13. Pass initial and ongoing background studies and screenings including but not limited to those of the Minnesota Department of Health and the Federal Office of the Inspector General's List of Excluded Individuals and Entities.