

Job Title: Business Manager
FLSA Status: Exempt
Pay Type: Salary

(12/18)

Purpose:

The Business Manager is responsible for assuring that client care is delivered by qualified employees who meet the established criteria for their position. The Business Manager works closely with the Home Care Clinical (HCC) Case Manager in meeting clients' needs. Maintains records for clients and employees. Ensures client services are billed to the appropriate payer. The position reports to the General Manager.

Duties and Responsibilities:

1. Personnel Management:

- A. Directs recruitment activities of the branch to assure adequate staff are available for the current and prospective clients.
 - 1) Assists Corporate Recruiting with recruiting strategy, marketing, job fairs, home care education and placing ads for employment in appropriate newspapers or other sources.
 - 2) Interviews applicants and oversees the written assessment process.
 - 3) Ensures background and reference checks are completed according to company policies and procedures.
 - 4) Recommends starting wages for prospective employees to General Manager.
 - 5) Obtains approval from Branch Manager before conditional offer of employment is made.
- B. Oversees and assists with performance of orientation of direct caregivers according to established guidelines.
 - 1) Reviews all policies, procedures and forms necessary for the position with new employees.
 - 2) Ensures all requirements specified in policies and procedures are adhered to.
- C. Schedules and notifies direct care employees of ongoing training and in-services.
- D. Ensures employee time sheets are reviewed for accuracy and completeness, following company policy.

- E. Participates in the performance review of direct care employees. Recommends any wage changes as appropriate to General Manager for approval.
- F. Completes first report of injury forms for Workers' Compensation and notifies the General Manager.
- G. Conducts training and disciplinary measures for direct care direct reports as necessary.
- H. Ensures completion of necessary termination paperwork of employees and sends to payroll in a timely manner.
- I. Maintains employee files and tracks requirements for employee personnel files.

2. Office Management:

- A. Supervises Staffing Manager(s), Staffing Coordinator(s), and Authorization Specialists.
- B. Receives, opens and routes mail to appropriate staff.
- C. Ensures telephones are answered and visitors greeted. Checks voice mail for messages.
- D. Maintains office equipment.
 - 1) Orders needed supplies and arranges for minor service and repairs.
 - 2) Works with Corporate Business Manager when major repairs or replacements are needed.
- E. Oversees the maintenance and ordering of general office supplies and necessary medical supplies.
- F. Ensures office is maintained in a neat and clean manner.
- G. Maintains positive and effective communication with all employees and clients. Understands and participates in team concept.
- H. Maintains confidentiality of all information pertaining to clients, families, and employees.
- I. Promotes a positive customer and employee service image.

3. Client Care and Scheduling of Employees:

- A. Ensures client care is scheduled and delivered according to their established Plan of Care, Physicians Orders and agency Policies and Procedures.

- 1) Consults with Clinical Supervisors and Intake Nurses and Coordinators regarding potential new clients.
 - 2) Works with HCC Case Manager in obtaining new client paperwork and scheduling home visits.
 - 3) Works with the client to assure staffing managers schedule authorized services.
 - 4) Tracks requirements for clients including Prior Authorizations, Physician's Orders, Release of Information forms, etc.
 - 5) Ensures client chart (in office or home) is established and maintained.
- B. Ensures schedule of client care is implemented and adhered to.
- C. Monitors client usage of hours and checks for over usage by comparing scheduled hours, payroll time information and authorization for services.
- D. Handles employee and client complaints with the assistance of General Manager and other members of the care team as necessary.
- E. Handles Vulnerable Adult/Child Protection reports with the assistance of General Manager, Operations Manager and other members of the care team as necessary.
- F. Completes and maintains discharge files.
- G. Sends informational correspondence to clients as needed.
- H. Participates in the after hours on-call process to assure client care policies and procedures are followed and staffing issues are resolved.
4. Financial:
- A. Assists General Manager in implementation of branch financial plan.
 - B. Ensures that all clients' authorization for services is current and quantity and type of services provided meet payer requirements.
 - C. Reviews billing and payroll reports for accuracy and completeness in a timely manner.

Physical/Environmental Demands:

Light to Medium - primarily desk work; some bending, stretching, handling supplies, light housekeeping, etc. Also necessary to drive a car to meetings and client's homes.

Exerting 20 to 50 pounds of force occasionally, and/or 10 to 25 pounds of force frequently, and/or greater than negligible up to 10 pounds of force constantly to move objects. Physical demand requirements are in excess of those for light work.

Qualifications:

1. Two years post-secondary education and two years' experience working with people or five years' experience in a related field (i.e. health care administration, business administration, education). Licensed practical Nurse or other health care professional degree preferred.
2. Good organizational skills and the ability to work independently.
3. Good written and oral communication skills.
4. Excellent computer skills and willing to learn new software. Knowledge of Word and Excel recommended.
5. Knowledge of medical terminology and medical background desirable.
6. Ability to manage a variety of assignments while establishing priorities and assuring that necessary duties are completed.
7. Demonstrates dependability, maturity, tact and ability to follow instructions.
8. 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/Entities.

I am capable of meeting the Physical/Environmental Demands and Qualifications listed, and I am not aware of any barriers to performing the Duties and Responsibilities of the Job Description.

Employee Name (printed): _____

Employee Signature: _____ **Date:** _____