

# HENRY COUNTY GENERAL HEALTH DISTRICT

An Equal Opportunity Employer

## POSITION DESCRIPTION

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<b>Class Title:</b>	Program Administrator	<b>Employee Name:</b>	
<b>Class Number:</b>	62122	<b>Position Title:</b>	Home Health/Hospice Administrative Manager
<b>PCN:</b>		<b>EEO Status:</b>	02
<b>Dept./Section:</b>	Personal Health Services	<b>Civil Service Status:</b>	Classified
<b>Unit:</b>	Home Health/Hospice	<b>Employment Status:</b>	Full-time
<b>Reports To:</b>	Director of Personal Health Services	<b>FLSA Status:</b>	Exempt
<b>Pay Grade:</b>	8	<b>DOT/O*Net Code:</b>	187.117-046

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**QUALIFICATIONS:** Any combination of training and work experience which indicates possession of the knowledge, skills, and abilities listed below. An example of an acceptable qualification for this position:

Bachelor's degree in business administration, nursing, social work, or related field preferred; four (4) years experience in homecare or hospice setting; two (2) years supervisory experience; or equivalent combination of education, training, and experiences; bilingual (Spanish) skills preferred.

### LICENSURE OR CERTIFICATION REQUIREMENTS:

Must hold a Bachelor's degree in business administration, be a Registered Nurse (RN), or Licensed Independent Social Worker (LISW) with the State of Ohio Counselor, Social Worker, and Marriage and Family Therapist Board; must maintain a valid State of Ohio driver's license; must maintain insurability in accordance with Health District policy.

**EQUIPMENT OPERATED:** The following are examples only and are not intended to be all inclusive.

Standard business office equipment (e.g., computer, telephone, copier, fax machine, etc.); motor vehicle; MARCS radio.

### INHERENTLY HAZARDOUS OR PHYSICALLY DEMANDING WORKING CONDITIONS:

The employee is exposed to, must negotiate, use, or work with or in the vicinity of: sharp objects, needles, and medical instruments; upset or emotionally distraught individuals; blood, bodily fluids, and tissues; potentially dangerous/fatal infectious diseases; hazardous driving conditions (e.g., snow, sleet, ice, etc.); chemicals commonly found in an office environment (e.g., toner, correction fluid, etc.); transporting and lifting of awkward size boxes and containers; physical demands include, but are not limited to: frequent standing, sitting, bending, stooping, or stretching; exerts up to 20 pounds of force occasionally (occasionally: activity or condition exists up to 1/3 of the time) and/or up to ten (10) pounds of force frequently (frequently: activity or condition exists from 1/3 to 2/3 of the time) and/or a negligible amount of force constantly (constantly: activity or condition exists 2/3 or more of the time) to lift, carry, push, pull, or otherwise move objects; occasionally called upon to lift/assist clients in excess of 20 pounds; works in a variety of environments (e.g., clean and organized, small, cluttered, dirty, etc.).

Note: In accordance with the U.S. Department of Labor physical demands strength ratings, this is considered light work.

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In cases of emergency, unpredictable client situations, and/or department needs, required to lift, push, pull, and/or carry objects heavier than D.O.L. strength ratings recommend.

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### JOB DESCRIPTION AND WORKER CHARACTERISTICS:

JOB DUTIES in order of importance

#### ESSENTIAL FUNCTIONS OF THE POSITION: For purposes of 42 USC 12101:

1. In close collaboration with Home Health and Hospice Clinical Manager, plans, develops, implements, and directs Home Health and Hospice programs in accordance with CMS and other appropriate regulations; identifies program objectives and formulates plans for service delivery; compiles and prepares program materials; determines need for and monitors delivery of services to clients; reviews program operations and develops or revises new and existing service protocols as needed; recommends staffing levels.
2. In close collaboration with Home Health and Hospice Clinical Manager, develops policies and procedures for programs as necessary, assists with the development and implementation of department-wide policies and procedures; enforces Health District policies, protocols and procedures; reviews program to ensure program compliance with all local, state, and federal rules, laws, and regulations; oversees regulatory compliance recordkeeping and reporting for program; oversees Home Health/Hospice quality assurance and quality improvement; participates on quality improvement teams and/or employee work groups (e.g., identifies opportunities for improvement, contributes ideas for improving Health District operations and services, etc.); negotiates contractual agreements with insurance providers, pharmacies DME, ECF, and therapy services as needed for program.
3. In close collaboration with Home Health and Hospice Clinical Manager, interviews candidates for home health and hospice aide and other non-nursing employees positions and effectively recommends hiring; oversees department aide and other non-nursing employee orientation to ensure department aides and other non-nursing employees receive orientation; plans and conducts aide and other non-nursing employee training programs; maintains aide and other non-nursing employee training, continuing education, and certification records as required; assigns work and approves aide and other non-nursing employees schedule; supervises department aides and other non-nursing employees ensuring compliance with policies and procedures; reviews aide and other non-nursing employee time records; authorizes overtime and leave requests; conducts monthly aide and other non-nursing employee staff meetings; conducts monthly home health staff meetings in collaboration with Home Health and Hospice Clinical Manager; evaluates department aide and other non-nursing employee performance (e.g., observes employee performance; documents performance; completes and submits evaluation form; etc.); administers discipline; resolves conflicts; receives and resolves customer complaints.
4. In close collaboration with Home Health and Hospice Clinical Manager, assists with long range planning and assessments for Home Health and Hospice programs; monitors and manages Home Health and Hospice budget; provides oversight for medical billing; oversees preparations for audits; maintains medical supplies for field staff; approves/denies purchase requests for program.

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Developed by:

Date Adopted:

Clemans, Nelson & Associates, Inc.

Date Revised: 10/2/2017

Dublin, OH 43017

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5. Reviews written activity plans to define expected activities for PASSPORT consumers receiving homemaker or personal care services and for Caregiver Support or OPTIONS consumers receiving personal care services, in consultation with RN, at the time aide services begin; reviews activity plans to ensure consistency with PASSPORT case manager authorized plans; confers with RN, consumers, aides, physicians, and staff regarding patient care plan adjustments.
6. In collaboration with Clinical Manager monitors aides' performance and quality of care through RN supervisory visits to all hospice and home health patients' homes at least every 14 days and reviews in-person supervisory visits with aides to assess aide skills as needed; drives motor vehicle as necessary to perform duties; evaluates aides' compliance with PASSPORT activities plans, consumer satisfaction, and aides' job performance through review of RN supervisory home visits with all PASSPORT consumers at least every 62 days (for homemakers services) or at least every 62 days (for personal care services); evaluates aides' compliance with activities plans, consumer satisfaction, and aides' job performance through review of RN supervisory home visits with all Caregiver Support or OPTIONS consumers at least every 62 days.
7. Maintains all required licensure and certifications.
8. Demonstrates regular and predictable attendance; must be able to work assigned evenings, weekends, and holidays.
9. Meets all job safety requirements and all applicable OSHA safety standards that pertain to essential functions.
10. Serves as member of management team; attends meetings, conferences, seminars, and community events as directed; attends Board of Health meetings as directed; serves on boards and committees as assigned; acts as spokesperson for the program and represents program in the community; maintains rapport with area agencies and physician offices; promotes awareness and utilization of Home Health and/or Hospice program in the community; serves as liaison with professional medical community to promote awareness and utilization of Home Health and/or Hospice program.
11. Maintains confidentiality in accordance with Health District policy and all applicable laws and regulations.

### OTHER DUTIES AND RESPONSIBILITIES:

12. Participates in Health District disaster preparedness activities; may be required to report for work outside normal working hours during an emergency; carries a cell phone when on call.
13. Performs any and all other related duties as assigned or directed in order to promote, further, and ensure the effective and efficient operation of the Henry County Health District.

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**MINIMUM ACCEPTABLE CHARACTERISTICS:** (\*Indicates developed after employment)

**Knowledge of:** supervisory principles/techniques; business administration, nursing or social work; employee training and development\*; interviewing\*; public relations; budgeting; department goals and objectives\*; agency policies and procedures\*; public health; end of life care; available community resources\*; Medicare, Medicaid, and third party payer home health and hospice rules and regulations; human relations; budgeting and fiscal practices; state and federal home health laws; purchasing; manpower planning; records management; English grammar and spelling.

**Skill in:** use of modern office equipment; computer operation; motor vehicle operation; use or operation of MARCS radio\*.

**Agency-Wide Competencies:**

**Policy Development/Program Planning Skills:** strategic planning (i.e., contributing to the development and implementation of strategic plan);

**Communication Skills:** written and oral communication (i.e., communicating effectively in writing and orally with linguistic and cultural proficiency); customer service (i.e., interacting effectively with internal and external customers);

**Cultural Competency Skills:** population diversity (i.e., describing the concept of diversity and the diversity within a community);

**Public Health Sciences Skills:** foundation of public health (i.e., discussing the scientific foundation of public health and prominent events in public health);

**Financial Planning and Management Skills:** performance management (i.e., developing and using performance management system);

**Leadership and Systems Thinking Skills:** continuous improvement (i.e., contributing to continuous performance improvement); ethics (i.e., incorporating ethical standards of practice into all interactions).

**Position Specific Core Competencies:**

**Analytical/Assessment Skills:** evidence-based decision making (i.e., making evidence-based decisions; advocating for the use of evidence);

**Policy Development/Program Planning Skills:** policy, program, and service improvement (i.e., evaluating policies, programs, and services; implementing strategies for continuous improvement);

**Communication Skills:** community input (i.e., soliciting input from the community);

**Community Dimensions of Practice Skills:** partner collaboration (i.e., facilitating collaboration among partners); behavior change (i.e., communicate to influence behavior);

**Financial Planning and Management Skills:** budgeting (i.e., justifying programs for inclusion in budgets; developing budgets);

**Leadership and Systems Thinking Skills:** change management (i.e., modifying practices in consideration of changes).

**Ability to:** understand, interpret, and apply laws, rules, or regulations to specific situations; calculate fractions, decimals, and percentages; use proper research methods to gather data; write letters, papers,

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reports, and speeches and deliver speeches before general public; develop complex reports and position papers; prepare accurate documentation; train or instruct others; handle sensitive telephone and face-to-face inquiries and contacts with public and officials; understand a variety of written and verbal communication; gather, collate, and classify information; develop and maintain effective working relationships; travel to and gain access to work site; conduct effective interviews; communicate effectively.

**POSITION TITLES AND CLASS NUMBERS OF POSITIONS DIRECTLY SUPERVISED:**

Home Health Account Clerk (16512C), Home Health Aide (01041), Home Health Clerk (12113C), Medical Social Worker (69312C), Scheduler/Home Health Aide (01041/12111C), Nurse Practitioner assigned to Hospice (65631C), Hospice Chaplain (69212C), Hospice Volunteer.

This position description in no manner states or implies that these are the only duties and responsibilities to be performed by the position incumbent. My (employee) signature below signifies that I have reviewed both the Cover Page(s) and the Inside Page(s) of my position description, and that I understand the contents of the position description.

\_\_\_\_\_  
(Approval of Appointing Authority) (Date)

\_\_\_\_\_  
(Employee Signature) (Date)