

HEMOCARE

Management Corporation

POSITION DESCRIPTION

REGIONAL MANAGER

Mission Statement: *The mission of HEMOCARE Management Corporation is to provide the services necessary for people to be as independent as possible in their own homes and communities, rather than having to live in institutions.*

Primary Purpose of Position: The primary purpose of this position is to ensure efficient provision of high quality Intellectual and Developmental Disability services across the piedmont and western counties of North Carolina.

This position requires high level of experience in management and supervision of employees across a diverse geographic area. The primary "home office" can be Boone, Forest City or Statesville, however, successful execution of this position would require, at a minimum, weekly on site-visits to each office.

This position will be evaluated based on growth and expansion of existing services and innovative approaches to new opportunities. This position requires flexibility, strong interpersonal skills, problem-solving skills and decision making skills. Currently, this position supervises nine Qualified Professionals, across three offices (plus a training site in Asheville), and three Managed Care Organizations (LME-MCOs). Expansion and growth of these will be expected.

This position will report directly to the Chief Operations Officer and work closely with the Director of Quality Improvement and Training, CFO and CEO. Masters degree in Human Services, Public Administration, Public Health or other related field is strongly preferred.

Work Schedule: The normal work hours for the agency are 8:00 a.m. until 5:00 p.m., with an hour for lunch. This is an exempt, management position which will require flexibility in the work schedule.

Responsibilities and Duties:

1. 50% Marketing and Relations with other Community Partners: Provide leadership and results in developing an increased range of services and an increased consumer base. Assure good communication and monitor customer satisfaction with referring and authorizing agencies. This requires developing and maintaining strong relationships from the line level through top management. Serve as primary contact for personnel from MCOs and other agencies in assigned region.

2. 20% Operations: Oversee day to day operations of offices in the assigned area to ensure that all phases of operations, both clinical and administrative, are conducted effectively, efficiently, and in a timely manner. Ensure implementation of policies and procedures. Interview and hire professional and administrative employees.
3. 25% Supervision of Clinical Supervisors. Assist with problem solving, support and direction as they perform their duties, including providing the direct provision of services.
4. 5 % Quality Assurance and Training: Participate in regularly scheduled meetings of the agency QAI Committee. Implement and monitor follow-up on recommendations. Coordinate training activities to meet agency goals and to assure that an adequate supply of trained staff is available.

Overall Performance Expectations:

1. Maintain strict confidentiality concerning all client information, personnel information, and proprietary corporation information.
2. Know applicable rules and standards for the provision of services and documentation. Monitor and ensure compliance with them.
3. Complete tasks by agreed-upon deadlines; respond promptly to telephone calls and requests for information and assistance.
4. Willing to frequently drive throughout the piedmont and western counties of North Carolina. Travel across NC is also expected, but not as frequent.
5. Maintain a pleasant and professional attitude and demonstrate sound interpersonal skills in the office, while on company business, and in the community at large.
6. Represent HOMECARE Management Corporation positively and professionally among peers, with agency personnel and in the community-at-large.
7. Provide leadership, coaching and clear direction to ensure that all employees understand their job responsibilities and the expectations of HOMECARE Management Corporation. Provide supervision to ensure that employees perform their jobs efficiently and according to established policies and procedures.
8. Demonstrate the ability to solve problems— including the skills to recognize small problems and deal with them quickly and efficiently, effectively preventing their escalation.
9. Communicate regularly and effectively with administrative and clinical personnel regarding clinical, system and performance issues. Maintain awareness of these issues and communicate them to higher management.
10. Communicate information to all parties clearly, pleasantly and in a timely manner.

11. Exercise sound judgment, both clinical and in the day-to-day operation of HOMECARE's services.
12. Exhibit leadership in the provision of high quality services and projecting the professionalism and competency of HOMECARE Management Corporation.

Minimum Education and Experience: Must meet the requirements for Qualified Professional as defined by the State of North Carolina. Must have clinical and administrative experience with increasingly responsible supervisory and management responsibilities. Masters degree in human services, public health or public administration from an accredited university is strongly preferred.

Access to Protected Health Information: Access to all information related to services, including diagnostic information, treatment services provided, and payment and denials, is necessary for quality supervision and to answer questions of authorized individuals regarding provision of services. Access to clinical information is also necessary to provide back-up supervision and on-call consultation to clients throughout the state.

Accuracy Required In Work: Employment procedures must be accurately followed to assure competent providers are employed, and the documentation process must be extremely accurate to prevent chargebacks for ineligible services.

Consequence of Error: Lack of effective supervision could result in poor-quality services to clients and damage to HOMECARE Management Corporation's reputation. Errors in monitoring documentation could result in financial loss to the company.

Instructions Provided to Employee: Instructions and guidance are provided by the Chief Operations Officer. Close collaboration with the Director of Training and Quality Improvement, CFO and CEO is required.

Guidelines, Regulations, Policies and References: HOMECARE Management operates within the laws of the state, and is governed by Medicaid policy. Employees must follow the client rights policies and other procedural and fiscal policies with which HOMECARE contracts.

Variety and Purpose of Personal Contacts: Personal contact occurs regularly with professional and administrative staff of HOMECARE Management Corporation, Behavioral Technicians, and contracting agency personnel.

Physical Effort: Must be able to perform the basic life support functions of walking, feeling, stooping, talking, hearing, and seeing. Must be able to perform light work exerting up to 10 pounds of force to move objects.

Work Environment and Conditions: Work occurs in standard office environments.

Machines Used: Must be able to use standard office machines, including personal computers. Must have access to a car for use on HOMECARE business, be licensed to drive, and have a safe driving record which meets the requirements of the insurance carrier.

Dynamics of Work: The work is varied, requiring excellent interpersonal skills, initiative, and judgment and a high degree of professionalism.

I have reviewed this position description and am aware of my job responsibilities and duties.

(signed)

Date

I have reviewed all job responsibilities and duties and believe the employee understands.

(signed)

_____, Supervisor

Date