

Volunteer Hospice of Clallam County

Job Description

Position: Nurse Manager (Hospice)

Status: Full-time, exempt

Salary range: \$75,000 – \$90,000

Open Date: May 26, 2020

Closing Date: When filled

Instructions: Please send a cover letter and resume to Anita Chilton, Office Administrator, via email to anita.c@vhocc.org.

Position Summary

This position is a rewarding opportunity for an experienced Nurse Manager to provide leadership and supervision for nursing care. We are looking for a strong team leader who is motivated by change and thrives on collaboration. Our ideal candidate has strong nursing acumen and several years of nursing leadership experience to support, delegate, and supervise the delivery of compassionate, patient-centered end-of-life care to ensure patient needs are met on all levels.

Reports to: Executive Director

Our team includes a board of directors, administrative staff, nurses, and a large volunteer base. Nurses work under orders of the referring medical provider.

Our Mission and Who We Are

Mission
To provide free around- the-clock registered nursing availability to terminally ill patients, while supporting them and their families emotionally, physically and spiritually with a team of trained volunteers

Volunteer Hospice of Clallam County (VHOCC) is a non-profit organization that provides hospice care to residents of Clallam county on the Olympic Peninsula in northwest Washington. Our main office is in Port Angeles, WA. Since its inception in 1978, all services have been provided free of charge to patients and their families without any billing to government agencies or insurance companies. VHOCC relies on donations and community support. Our services include end-of-life care, respite care for caregivers, grief support, and a medical equipment loan program for the community. Our team includes a board of directors, administrative staff, nurses, and a large volunteer base.

Website: www.vhocc.org

Principal Duties

LEADERSHIP & DEVELOPMENT 30%

- Provides leadership in communicating and executing organizational goals and objectives and being accountable to meeting these goals.
- Develops robust quality assurance program and works on performance improvement activities for patient care services.
- Serves as role model in demonstrating flexibility and positive response under stressful situations.
- Networks with and consults healthcare partners in the community.
- Assumes responsibility for own personal continuing education and developmental needs.
- Collaborates with the rest of the administrative team as part of leadership and works with a diverse team of volunteers who support the organization.

HUMAN RESOURCES 20%

- Responsible for interviewing, hiring, regular performance evaluations, performance improvement, disciplinary process, and recommending termination of staff.
- Provides for and evaluates professional growth and development of clinical staff; identify needs, sponsor training programs, encourage education efforts and evaluation of same.
- Plans and organizes orientation and in-service training for clinical staff.
- Processes accurate nursing staff timesheets.

OPERATIONS 30%

- Directs patient care program to ensure patients' needs are met.
- Supervises and works closely with the Nurse Care Coordinator. Supervises staff and oversees nurses in the field.
- Monitors patient admissions and census, and takes necessary action to address problems.
- Monitors utilization of equipment and supplies; oversees supply ordering.
- Effectively maintains all required records for clinical operations.
- Plans and conducts staff meetings and ensures meeting notes are available.
- Assumes the role of patient advocate when necessary.
- Responsible for developing, maintaining, and ensuring adherence to policies and procedures related to nursing and patient care and standards of conduct.

CUSTOMER SERVICE 10%

- Models customer service standards for staff.
- Responsible for addressing patient complaints and talking with families.
- Monitors and plans customer service initiatives to better meet needs of patients.

FINANCIAL PERFORMANCE 10%

- Develops, justifies and maintains a budget for clinical services. Monitors equipment expenses, use of restricted grants, and operating expenses (salaries). Assists the administrative staff to submit grant applications for clinical expenses.

Qualifications

- Current WA State Registered Nurse license required.
- BLS required.
- WA State driver's license in good standing.
- Proof of current auto insurance.
- BSN required. MSN, MS preferred.
- Minimum of seven (7) years nursing experience required, preferably in hospice, palliative care, or home health.
- Minimum of three (3) years of supervisory experience.
- Working knowledge of use and application of computers.
- Successfully pass criminal background check.

Other Requirements

- Performance of job duties requires travel between Port Angeles and Sequim offices.
- Excellent verbal and written communication skills.
- Respond appropriately and effectively to patients and caregivers in both routine and crisis situations.
- Ability to lift 40 lbs.
- Act as mandatory reporter as required by WA state.

Compensation and Benefits

- Salary range: \$75,000 – 90,000
- Paid holidays and PTO
- Employer sponsored health benefits (medical, dental, vision)
- Employer sponsored 401(k) plan

Work Environment and Location

- Work is performed primarily indoors at the Port Angeles and Sequim offices.
- Essential duties may involve occasional kneeling, squatting, crouching, stooping, crawling, standing, bending, climbing.
- Duties may require carrying a cell phone.
- Requires the ability to alternatively sit and stand for sustained periods of time.

Our Hiring and Process

- Resumes will be reviewed on a rolling basis until the position is filled.
- Phone interviews with qualified applicants will be scheduled first, and finalists will be invited to one to two rounds of in-person or remote interviews.
- The interview panel will inform candidates of when they can expect to receive communication about job offers.

VHOCC's Equal Employment Opportunity Policy

Volunteer Hospice of Clallam County provides equal employment opportunities to all employees and applicants for employment and prohibits discrimination and harassment of any type without regard to race, color, religion, age, sex, national origin, disability status, genetics,

protected veteran status, sexual orientation, gender identity or expression, or any other characteristic protected by federal, state or local laws.

This policy applies to all terms and conditions of employment, including recruiting, hiring, placement, promotion, termination, layoff, recall, transfer, leaves of absence, compensation and training.