



Hospice Intake Manager (Full-Time)

About the Position

Responsible for managing all aspects of the patient intake process, including managing HHA and Intake LVN team, establishing and maintaining positive relationships with patients/family members and referral sources, and responding to requests and concerns.

Responsibilities

1. Screen and process inquires for admission to Mission Hospice & Home Care programs, including coordinating admission visit, confirming physician, entering verbal orders, assessing, and coordinating DME needs, ordering symptom relief kits from pharmacy, and diagnosis coding.
2. Evaluate patient's appropriateness for Mission Hospice & Home Care services based on information in patient record and consistent with agency policies and admission criteria, and in conjunction with the patient's physician and/or hospice Medical Director.
3. Collaborate with hospital case managers to facilitate and coordinate discharge plans for patients coming onto service with Mission Hospice & Home Care.
4. Communicate with Outreach Nurses, Social Worker Supervisor, and Hospice/Home Care Supervisors to ensure smooth transition into Mission Hospice & Home Care programs.
5. Maintain customer relations database to include all current and potential referral sources.
6. Collaborate with other members of the clinical team to enable a smooth transition for patients and families enrolling in either the hospice or home care programs.
7. Remain flexible as to the duties of the position.

The above statements are intended to be a representative summary of the major duties and responsibilities performed by incumbents of this job. The incumbents may be requested to perform job-related tasks other than those stated in this description.

Qualifications

1. Registered nurse with current license preferred.
2. Strong clinical background with three to five years experience in health care management, preferably in home care operations.
3. Demonstrated ability to supervise and direct professional and administrative personnel.
4. Demonstrates good communication skills and tactfully deals with staff, patients, families, and the community.
5. Some knowledge of corporate business management, governmental regulations, Joint Commission standards, and private payer practices.
6. Demonstrates autonomy, organization, assertiveness, flexibility, and cooperation in performing job responsibilities.

To Apply

Please submit a resume or a completed [employment application](#) to the hiring manager, or fax confidentially to Human Resources at 650-445-0516.

Visit our website for more information about our organization. www.missionhospice.org