MISSION HOSPICE & HOME CARE

it's about life

Outreach Director

April 5, 2017

About the Position

The Outreach Director is responsible for managing all aspects of the outreach process, including outreach to potential referral sources, facilities, and community organizations; information visits with patients and families; and supervising members of the Outreach Team. Establishing and maintaining positive relationships with referral sources in the community and responding to customer requests and concerns are integral to this role.

Responsibilities

- Responsible for the development and implementation of a clinical outreach strategy to expand referral sources and increase patient census.
- Directs all daily outreach operations including direct oversight of the establishment and implementation of outreach policies.
- Ensures seamless transition of patients to agency programs by coordinating information visits and admission visits with other clinical supervisors.
- Establishes and maintains positive working relationships with current and potential referral sources to enhance perceptions of Mission Hospice & Home Care as a high quality provider of services.
- Directs collaboration with hospital case managers to facilitate and coordinate discharge plans for patients coming onto service with Mission Hospice & Home Care.
- Participates in outreach activities and efforts with physician practices, facilities, other referral sources, and patients/families as needed to manage demand and meet strategic goals of the Outreach Program.
- Assists the Chief Clinical Officer (CCO) and Finance Director in the preparation of an annual budget for the Outreach & Intake Department and monitors allocation of resources.
- Recruits, selects, orients, and directly manages members of the Outreach Team.
- Gathers and reports monthly referral statistics including key trends.
- Provides leadership in strategic planning, including identifying opportunities for additional or improved services to meet unmet community needs.
- Participates in management, clinical quality, and quality improvement committees.
- Conducts annual evaluations for members of the Outreach Team.
- Coordinates outreach efforts with Intake Coordinator and Director of Community Engagement & Education.
- Performs specific assignments as directed by the CCO.

Qualifications

- Active California RN license; BSN minimum; Master's degree in health care preferred.
- At least three years of experience in hospice or home health agency; experience in health care management, preferred.
- Demonstrated ability to supervise and direct professional and administrative personnel.
- Demonstrated ability to interact graciously and relate effectively with patients, families and potential referral sources, including physicians, case managers, facility administrators, and community agencies.
- Demonstrated autonomy, organization, assertiveness, flexibility and cooperation in performing job responsibilities.
- Demonstrated expertise in both written and oral communication, documentation requirements, service coordination, and public relations skills.
- Knowledge of Medicare Hospice and Home Care benefits and Joint Commission standards.