

**Buckner Retirement Services, Inc.**  
**OPEN POSITION POSTING**

**Opening Date:** July 29, 2010 **Closing Date:** Until Filled

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**Position Title:** Director of Patient Care **Position Status:** Full-Time; Exempt

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**Department/Division:** Hospice

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**Location:** Parkway Place; Houston, TX

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**BASIC FUNCTION:**

Responsible for all direct care services provided to home care patients and ensures compliance with all applicable federal, state and local health and safety codes including LSC®, laws and regulations, and all applicable policies and procedures of hospice.

**Position description/objective:**

- \*1. Focus efforts on discovering and meeting the needs of a diverse group of people, both internal and external customers, as well as the patients' families served by hospice.
- \*2. Perform all duties in a courteous manner and maintain excellence in customer service and client satisfaction, including, but not limited to, maintaining a cheerful demeanor and exercising respect with co-workers.
- \*3. Work cooperatively to others, express positive expectations of others, and accurately share all relevant or useful information on a timely basis.
- \*4. Demonstrate current knowledge of state and federal rules and ensure compliance with all regulatory requirements for the provision of hospice services. Demonstrate mastery of job related knowledge and act to keep skills and knowledge current.
- \*5. Clearly articulate the mission, vision, and values of hospice, effectively communicate with others using direct and honest feedback to develop relationships.
- \*6. Provide constructive feedback to support the work and ideas of others.
- \*7. Participate as an active member of the Hospice Management Team.
- \*8. Ensure Medical Director is informed of patients' conditions as appropriate.
- \*9. Attend IDT meeting and ensure review/update of patient plan of care.
- \*10. Perform chart audits as needed to ensure on-going evaluation of care provided to patients.
- \*11. Responsible for reporting patient activity including census problems as appropriate.
- \*12. Administer all human and fiscal resources to provide quality, cost-effective patient care.
- \*13. Assess operational needs for equipment and supplies.
- \*14. Assume 24 hour responsibility for staff and the quality of patient care delivered.
- \*15. Available to the agency at all times by phone or in person.
- \*16. Ensure availability to the homecare staff at all times in person or via telecommunication or have designee available in person or via telecommunications.
- \*17. Participate in activities relevant to professional services furnished including staff development and assignment of home care personnel according to job description, education and ability to perform tasks.
- \*18. Ensure the patient plan of care is executed as written.
- \*19. Develop, implement, and maintain patient care standards and nursing protocols with staff involvement.
- \*20. Evaluate productivity of patient care staff and ensure staff operates within established productivity guidelines.

- \*21. Ensure reassessment of patient needs are performed by the appropriate health care professional when there is a significant health status change in the patient's condition, at the physician's request, or after hospital discharge.
- \*22. Oversee the Quality Assurance/Performance Improvement process and serve as a member of the Quality Assurance/Performance Improvement committee.
- \*23. Monitor staff and patient safety.
- \*24. Assess educational needs of staff and ensure provision of appropriate in-services to meet learning needs.
- \*25. Ensure a minimum 12 hours of annual continuing education is offered to Home Health Aides.
- \*26. Assist with and facilitate initial and annual competency testing of staff.
- \*27. Ensure coordination of staffing to meet the needs of patients.
- \*28. Responsible for interviewing, selection, and coordination of orientation for new staff
- \*29. Assume responsibility for counseling and termination of staff.
- \*30. Ensure staff complies with the dress code and personnel policies and procedures.
- \*31. Ensure verification of accuracy of time sheets, approve overtime when necessary
- \*32. Participate in staff report when appropriate.
- \*33. Serve as the alternate disaster coordinator.
- \*34. Complete annual performance evaluations of staff.
- \*35. Coordinate nursing students learning experiences in the home care setting.
- \*36. Assist staff in providing nursing care as needed.
- \*37. Maintain current level of skills and evidence of competency.
- \*38. Adhere to all Confidentiality policies and procedures and maintain confidentiality of administrative information.
- \*39. Ensure that a client's plan of care is executed as written.
- \*40. Participate in activities relevant to professional services furnished including the development of qualifications and assignment of agency personnel.
- \*41. Develop and manage budget effectively. Manage program resources to insure they are used efficiently and appropriately.
- \*42. Source, hire, supervise, monitor, evaluate and provide direction to direct reports, as needed.
- \*43. Provide professional growth and development; develop and communicate goals and objectives.
- \*44. Monitor and provide constructive feedback; conduct annual performance evaluation.
- \*45. Maintain compliance with all Buckner policies, procedures and requirements. Maintain compliance with all state and federal laws and regulatory requirements.
- \*46. Assist, guide and support supervisors with employee selection, review, evaluation and terminations.
- \*47. Conduct staff meetings regularly; attend staff meetings and training as required.
- \*48. Develop emerging leadership through professional growth and development.
- \*49. Responsible for supporting and representing Buckner at special events, activities and other assigned functions.
- \*50. Work successfully as a part of a team and responsible for developing then maintaining strong working relationships with co-workers.
- \*51. Travel as needed to monitor, assess and help develop programs.
- \*52. Perform general office tasks as required.
- 53. Perform special assignments, projects, and other duties as required.

Numbers 1-36 are considered Primary Duties for this job.

\* Indicates essential functions of the job.

### **Required skills and experience:**

1. Requires in-depth understanding of a comprehensive field of knowledge. Minimum of 1 year prior related experience in hospice preferred. Requires documentation of a minimum of 1 year prior experience in nursing in a health care setting within the last 36 months. Requires documentation of a minimum of 2 years management experience in a health care setting.
2. Requires that the incumbent be a graduate of an accredited School of Nursing. Requires incumbent to have and to maintain a current license as an RN in the State of Texas. Current CPR certification required.
3. Requires knowledge of local, state, and federal laws for delivery of hospice services.
4. Requires proficient ability to speak, read and write English.
5. Requires ability to effectively relate positively, influentially, and sensitively to a broad spectrum of persons in a variety of multi-tiered relationships and settings to include but not limited to Board of Directors, physicians, health care professionals, the community, patients/families, and members of the hospice interdisciplinary team.
6. Occasionally required to do standing/sitting presentations involving speaking and listening to an audience.
7. Requires proficient ability to plan, administer, and report budgets.
8. Proficient working knowledge of budgetary management and development of policies and procedures required.
9. Requires ability to provide strategic and logistical planning and facilitate meetings, conferences, workshops, and retreats as required.
10. Requires ability to effectively manage personnel; requires administrative skills to include but not limited to staff selection, development, motivation, scheduling, and evaluation.
11. Requires ability to travel to various geographic locations and some overnight stays; both automobile and airplane travel are required.
12. Requires ability to drive assigned vehicle(s) or personal vehicle, with appropriate state license, following all laws applicable; must provide proof of liability insurance and must be eligible to be insured under Buckner's insurance policy. Must be age 21 or older to drive on behalf of Buckner.
13. Requires ability to maintain confidentiality.
14. Requires proficient ability to exhibit detail-oriented skills necessary to understand and manage a wide-range of information.
15. Proficient working knowledge and ability to accurately and timely operate and perform computer related tasks with specific equipment and software applications required.
16. Requires commitment to Christian principles and teachings both professionally and personally.
17. Requires ability to use up to 50 pounds of force occasionally and/or up to 20 pounds of force frequently and/or 10 pounds continuously to move objects.
18. Requires ability to walk, stand and sit, sometimes for prolonged periods of time; ability to frequently stand, walk, sit, reach with hands and arms, stoop, kneel, twist and crouch.
19. Requires ability to regularly use hands to handle and feel; ability to speak, hear and see; specific vision abilities required include close, distance, color, peripheral, depth perception, and ability to focus.
20. Requires ability to deal effectively with stress.
21. Requires sufficient good health to properly discharge duties.

**Contact: Human Resources  
Parkway Place  
1321 Park Bayou Drive  
Houston, TX 77077**

**Phone: 281-556-9200  
Email: [resume@buckner.org](mailto:resume@buckner.org)**

**Buckner Retirement Services, Inc. is an Equal Opportunity Employer.**