

Job Description

Care at Home 
Community Healthcare
300 Orchard City Dr., Suite 108
Campbell, CA 95008
Telephone: 408-379-3990

Director of Patient Care Services

Position Summary:

The Director of Patient Care Services (DPCS) is responsible for the overall day-to-day management of home health clinical operations and all patient care services. The DPCS must ensure quality patient care that is in compliance with industry standards, regulatory agencies and company objectives and policies.

Responsibilities include, but are not limited to:

- Overseeing the delivery of all patient services including nursing care, physical therapy, occupational therapy and speech therapy.
- Implementing, coordinating, maintaining and evaluating all levels of patient care.
- Directing and managing office clinical activities, including but not limited to patient assessments, management of care plans, overseeing all patient issues from areas of concern to resolutions resulting in superior service.
- Developing and maintaining strong physician relationships ensuring effective, proactive and ongoing communication.
- Working with the Administrator to ensure individual department goals and objectives are aligned with those of the agency.
- Continually seeking process improvements for enhanced efficiency and productivity in support of the organization.
- Representing the organization and presenting a positive and professional image in all internal and external transactions.
- Providing leadership, professional advice and knowledge for the clinical areas and staff.
- Conducting orientation programs and acting as a mentor to skilled staff members working for the agency.
- Participating in the recruitment, hiring, assignment, career development and professional growth process for all patient care employees.
- Overseeing the performance appraisal process and providing on-going performance feedback to patient care employees as needed.
- Overseeing staff who open cases, conduct patient, supervision and provisional visits as needed, always with a family-centered focus, while also seeking opportunities to continually improve core processes.
- Overseeing the maintenance of medical records, assuring accuracy, completeness and compliance.
- Ensuring compliance with all company policies and procedures.
- Assisting the Administrator with the planning and implementation of staff education programs for all team members.
- Ensuring proper communication between clinical staff, patients, referral sources and payers.

- Providing on-going support to all clinical staff, insuring that the agency implements and maintains high standards of care and quality.
- Other duties as assigned.

The ideal candidate will have the following qualifications:

- A RN, licensed to practice in the State of California and a Bachelor's degree required. Master's degree preferred.
- A minimum of five years of recent clinical experience required with at least one year of experience in a home health environment preferred.
- A minimum of two years of supervisory/management experience.
- Must be available or designate a qualified representative to be on premises or available via telephone during hours of operation.
- Possess a valid driver's license and auto insurance with a satisfactory driving record for the past three (3) years.
- CPR certification and ability to meet health requirements as per company policy.
- Must be willing to submit to a background check.
- Excellent written and verbal communication skills.
- Proficient in Windows/Microsoft Office.
- Highly accurate and detail oriented with strong organization skills.
- Must possess the ability to prioritize and multi-task in a fast paced, high volume work environment.

The working conditions for this position are as follows:

- **Physical Demands:** While performing the duties of this position, the employee is regularly required to use hands to perform intricate, dexterous procedures. The employee is required to talk and hear. The employee is required to stand, walk, sit, reach with the hands and arms, climb or balance, stoop, kneel, crouch, or crawl; and taste or smell. The employee must frequently lift and / or move / shift up to 50 pounds. Specific vision abilities required include: close, distance, color and depth perception. The physical demands described here are representative of those essential functions.
- **Work Environment:** While performing the duties of this job, the employee is exposed to standard office equipment. The noise level is usually moderate.
- **Potential Occupational Exposure:** Duties may have the potential for exposure to blood or other potentially infectious material and are determined to have a reasonably anticipated risk of exposure to blood borne pathogens. The procedures and precautions for this exposure is acknowledged and detailed in the company's Exposure Control Plan.

Reports to: Administrator

Department: Nursing Administration

Status: Full-time, occasional evenings and weekends

Last Revision Date: 05/01/12