

Hospice Salary & Benefits Report Job Descriptions

- 1 **Executive Director/CEO**--Top level position in the hospice. Is owner or reports to Board of Directors. Responsible for profitability, planning and overall administration. Accountable for all activities and departments. Administers, directs, and coordinates activities.
- 5 **Hospice Director/COO**--Reports to CEO or parent company of multi-site chain/branch or a hospice program/agency within a hospital or home health agency. Responsible for the direction and overall functions of the hospice. Administers, directs, and coordinates activities.
- 10 **Top Level Financial Executive**--Top level position in Finance Department. Responsible for direction and coordination of activities concerned with financial administration, budgets, general accounting, client business services, financial and statistical reporting.
- 15 **Director of Reimbursement**--Manages the agency billing function by planning, organizing and supervising all reimbursement. Manages the coordination of documentation necessary for reimbursement, Medicare Compliance, and control of receivables.
- 20 **Business Office Manager**--Manages the collection and processing of data for billing, statistics, and medical orders. Directly supervises administrative, clerical, and volunteer staff.
- 25 **CIO/IT Director**--Responsible for the overall management of IT systems. Directs and coordinates systems, programming, operational activities and equipment acquisition.
- 30 **Office + Systems Manager**--Coordinates maintenance and operations of clerical and office functions and an operational and effective IT system. Acts as the agency Privacy Officer. Maintains the confidentiality of client/employee information at all times, in accordance with Privacy Practices and HIPAA regulations.
- 35 **Systems Support Specialist**--Responsible for the support and implementation of IT systems and telecommunication technologies. Tasks include end user support, license tracking, documentation, PC maintenance and repair, upgrades and configurations.
- 40 **Top Level Human Resources Executive**--Plans, develops, and administers personnel policies. Formulates, implements, and supervises programs relative to selection, orientation, training, promotion, and welfare of all personnel and all employer-employee relationships.
- 45 **Human Resources Coordinator**--Responsible for coordinating policies and procedures of the human resources department such as hiring and recruiting, training and development, maintaining employee records, etc. Reports to Top Level HR Executive.
- 50 **Human Resources Generalist**--Assists in human resources functions including program development, implementation, and maintenance. Administers human resource policies and programs including recruitment, retention, employee relations, training, compensation and benefits.
- 55 **Director of Clinical Services**--Responsible for administration of client care services. Plans, implements, and directs nurses/clinical services to assure quality care and appropriate quantity of services. Has authority and responsibility for operation of programs. Interprets policies and regulations to all nursing personnel and ensures compliance.
- 60 **Nurse Manager/Charge Nurse (RN)**--Responsible for ensuring hospice care is provided at the ultimate quality and clinical appropriateness. Maintains financial integrity of client care. RN licensure required.
- 65 **Case Manager/Team Leader**--Responsible for assignment and coordination of activities for a multidisciplinary team (nurses, therapists, home care aides, specialists). Communicates with referral sources, clients, payors, physicians and field staff. Provides continuity of essential clinical and financial information. Monitors productivity and client outcomes.
- 70 **Clinical Supervisor**--Provides direct supervision and clinical oversight of visiting staff. Responsible for case assignments, follow-up with interdisciplinary staff, communication with clients, physicians, and referral sources. Serves as a clinical resource and educator for field staff.

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- 75 **Child Life Specialist**--Responsible for identifying the psychosocial needs of pediatric hospice clients, their siblings, and the children of adult hospice clients.
- 80 **Director of Communications/Marketing**--Responsible for the development and implementation of plans for the profitable growth and competitive position of the agency. Supervises marketing employees. Responsible for the placement of marketing advertisements and media selection.
- 85 **Account Exec./Marketing Specialist**--Responsible for implementing the overall sales and marketing plan within a specific territory. Generates referrals, coordinates, and markets all contracts.
- 90 **Admissions Manager (RN)**--Manages the intake and admissions process to maintain appropriate clients/families with access to hospice services. RN licensure required.
- 95 **Admissions Liaison**--Develops referrals by creating and sustaining educational and consultative relationships with referral sources. Presents hospice services to clients/families which results in the admission of appropriate clients.
- 100 **Intake Coordinator**--Coordinates maintains, and implements admissions process for each client. Processes referrals and inquiries and communicates referral information. RN or LPN licensure required.
- 105 **Staffing/Scheduling Coordinator (RN)**--Coordinates and maintains scheduling for staff. Coordinates and manages the daily workload of staff providing direct care. RN licensure required.
- 106 **Staffing/Scheduling Coordinator (Non-licensed)**--Coordinates and maintains scheduling for paraprofessionals, including managing the daily workload of hospice/home care aides/CNAs. Non-licensed position.
- 110 **Staff Development Liaison (RN)**--May also be called Orientation Nurse. Responsible for the orientation and continuing education program of all employees (professional and paraprofessional).
- 115 **Quality Improvement/Utilization Review Manager**--Responsible for coordination of quality improvement activities such as utilization review, clinical risk management, and client satisfaction. May be responsible for oversight of agency regulatory and accreditation compliance.
- 201 **Medical Director**--Directs, plans, and coordinates client care in establishing and implementing standards of medical service, and advises Executive Director/CEO on medical questions and policies.
- 205 **Physician**--Directs, plans, and coordinates client care in establishing and implementing standards of medical service, and advises Executive Director/CEO on medical questions and policies.
- 210 **Occupational Therapist**--Plans and provides program for the treatment of physical and psychological dysfunctions. Involves such activities as arts and crafts, practice in functional prevocational and vocational skills, and activities of daily living. Meets state educational and licensure requirements to practice.
- 215 **Certified Occupational Therapy Assistant (COTA)**--Conducts client treatments as designed by a supervising Occupational Therapist. Meets state educational and licensure requirements to practice.
- 220 **Physical Therapist**--Organizes and conducts medically prescribed therapy program for clients involving exercise, massage, heat, water, light, and electricity. Evaluates, records, and reports client progress. Meets state educational and licensure requirements to practice.
- 225 **Licensed Physical Therapy Assistant (LPTA)**--Provides direct client care under the direction and supervision of the Physical Therapist. Meets state educational and licensure requirements to practice.
- 230 **Respiratory Therapist**--Performs respiratory modalities. Sets up and operates various types of oxygen and other therapeutic gas and mist equipment. Meets state educational and licensure requirements to practice.
- 235 **Speech/Language Pathologist**--Examines and provides remedial services for clients with speech and language disorders. Conducts screens, evaluations, assessments and client treatments. Meets state educational and licensure requirements to practice.
- 240 **Massage Therapist**--Provides medically prescribed massage therapy. Addresses the comfort needs of clients, feeling of wellness, and/or quality of life. Massage Therapist licensure required.

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- 245 **Music Therapist**--Utilizes music within a therapeutic relationship to address physical, emotional, cognitive, and social needs of clients. Board Certified MT-BC/Bachelor's in Music Therapy (MT) or MT equivalency degree from an American Music Therapy Association (AMTA) approved university required.
- 250 **Art Therapist**--Assists adults or children with mental, physical, and emotional health by incorporating art making into the client's supportive counseling, grief education and advocacy. Master's degree in Art Therapy from an American Art Therapy Association (AATA) accredited college or university required.
- 255 **Triage Nurse (RN)**--Responsible for assessing the severity of the client's health concerns, implementing nursing interventions, and arranging support staff visits. RN licensure required.
- 260 **Registered Nurse (RN)**--Provides services for clients consistent with the agency's philosophy, policies, and standards of care. Meets state educational and licensure requirements to practice.
- 265 **Practical Nurse (LPN/LVN)**--Provides services under the direction of RN, consistent with the agency's philosophy, policies, and standards of care. Meets state educational and licensure requirements to practice.
- 270 **Nurse Practitioner**--Serves as liaison between the clinical staff and the administrative operational staff. Plans and evaluates the clinical management of clients. Evaluates treatment plans, medications, and other necessary care. Can also provide comprehensive client care.
- 275 **Hospice/HCA Aide (HCA I)**--Assists with environmental services such as housekeeping and homemaking services in order to preserve a safe, sanitary home and enhance family life. Does NOT provide personal care. May also be called chore worker or homemaker.
- 280 **Hospice/HCA Aide II (HCA II)**--Provides non-medically directed personal care. May also be called personal care aide.
- 285 **Hospice/HCA III (HCA III)/CNA**--Provides personal care services under a medically supervised plan of care. Meets federal and/or state training and licensure requirements. May also be called home health aide.
- 290 **Medical Social Worker**--Identifies and analyzes the social and emotional factors underlying client illness and communicates these factors to the health team. Assists clients and their families in understanding and accepting treatment. Master's Degree in Social Work required.
- 295 **Customer Service Representative (CSR)**--Provides centralized intake, takes client information and refers to appropriate individuals within the agency.
- 300 **Telehealth Nurse (RN)**--Uses telemedicine technology to conduct nursing and deliver care via phone or video chat. Meets state educational and licensure requirements to practice.
- 305 **Director of Bereavement Services**--Responsible for the hospice bereavement program, including organizing and training of bereavement counselors and ensuring that the services reflect family needs and follow the hospice plan of care. Master's degree in Social Work, Pastoral Care, or Counseling related field required.
- 310 **Bereavement Manager**--Responsible for developing, coordinating, implementing, and evaluating bereavement services. Assesses the psychosocial, spiritual, emotional and economic needs of clients, families and caregivers. Master's degree in Social Work, Pastoral Care, or Counseling related field required.
- 315 **Chaplain/Spiritual Care**--Provides clients and members of the family with pastoral care and religious counseling by making routine visits. Performs religious rites or makes provisions with an appropriate religious leader to do so.
- 320 **Community Liaison**--Develops early and appropriate referrals by creating and sustaining business partnerships with referral sources in targeted communities, hospitals, or long-term care facilities.
- 303 **Recruiter**--Assists the HR team with the recruitment and hiring process. Attends jobs fairs and proactively identifies candidates for employment. Coordinates training of new hires.
- 325 **Admission RN**--Evaluates referrals and makes determination of appropriateness of clients admitted. Completes all required documentation upon admission. RN licensure required.

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- 330 **Volunteer Manager**--Organizes and directs a program for recruiting, screening, training, retaining, and utilization of volunteer workers who contribute their services to supplement work of regular staff.
- 335 **EMR Coordinator**--Assists staff with EMR software training, daily activities, reporting, and problem solving. Responsible for providing EMR expertise, resources, user training, and direction.
- 340 **Clinical Assistant (EMR)**--Provides administrative support to clinical department. Inputs EMR data, processes, distributes, and maintains records. Provides administrative support as needed.
- 345 **Medical Records Clerk**--Performs a variety of clerical tasks related to client admission/discharge process and records. Verifies discharge information as reported on discharge form. Processes and verifies fees.
- 350 **Billing Clerk**--Processes, verifies, bills and coordinates billing matters including Medicare or Medicaid, if applicable. Records payments and reconciles remittance advices. Follows-up on claims denials, pending and aged claims. Performs various functions in the preparation of Medicare/Medicaid billing.
- 355 **Accounting Clerk**--Responsible for the accounts payable/purchase order system and reconciling vendors' monthly statements against the facility's listing of accounts payable. Responsible for purchase orders, invoices, packing slips and processes for payment.
- 360 **Administrative Assistant II**--Performs secretarial duties which are routine in nature. Types correspondence. Maintains personal files, arranges meetings, and screens calls.
- 365 **Administrative Assistant I**--Performs simple, routine, clerical tasks, and computer entry of various transactions. Functions may include some typing, copying and filing of various documents.
- 370 **Executive Assistant**--Performs administrative/secretarial duties for CEO and/or other key executives requiring extensive knowledge of organization, policies, and procedures. Deals with correspondence and documents of a confidential and sensitive nature.
- 375 **Receptionist**--Greets and directs visitors entering the premises. Operates phone system to take and relay incoming calls. Performs simple, routine clerical and typing tasks.