

# Indiana Association for Home & Hospice Care

## 2008 Salary Survey

### Job Descriptions

**Administrator:** Plans, develops, and directs the programs, services, activities, and employees of the Agency. Directs and coordinates the overall development and administration of the Agency consistent with the Agency mission and available resources, and with the involvement of the Agency staff and participation of the Professional Advisory Board. Reports progress and makes recommendations to the governing body for future growth. Ensures development of relationships and contractual agreements with third party payers, other vendors, and the business community. Assures compliance with contracts/agreements.

**After Hours Coordinator:** Performs inside sales, scheduling and supervision functions for program services after normal business hours. Answers calls during non-office hours utilizing a radio paging service. Works from home utilizing radio paging device and portable fax machine. Answers calls during non-office hours utilizing a radio paging service. Processes service inquiries and accurately complete documentation related to service. Responds to emergency calls from staff.

**Assistant Director:** Assists with recruitment, orientation and retention of clinical branch staff and program development, works with office staff to facilitate coordination of care, administration, billing, and personnel issues. Coordinate home care services with third party payer sources and serve as a resource to the clinical team for necessary prior authorization and reporting requirements. Supports patient care as needed.

**Billing Manager:** Responsible for submission of all claims, collections, and other accounts receivable functions of the agency. Manages and supervises other members of the billing staff. Ensures that client accounts are maintained according to accepted accounting principles and in accordance with state, federal, and Joint Commission standards.

**Billing Clerk:** Assists in invoicing and third party claim submission. Provides data entry functions and submission of payroll information.

**Clinical Director:** Manages, supervises, coordinates, evaluates, and develops client care teams to ensure quality care delivery and appropriate case management within the Agency scope of services and policies; state, federal, and local laws; and Nurse Practice Act. Meets with Case Managers/clinical staff on a regular basis to provide guidance and information related to specific issues. Provides direction to teams to assure that client needs are met and services are provided according to the plan. Assists clinical staff in establishing priorities, setting goals, and evaluating progress toward goals.

**Clinical Supervisor:** Responsible for assisting in the hiring process; orientation of new employees, inservice training, and evaluation of qualified personnel for all disciplines involved in patient care services. Also coordinates all interdisciplinary team meetings.

**Clinical Team Leader:** Manages, supervises, coordinates, evaluates, and develops client care teams to ensure quality care delivery and appropriate case management within the Agency scope of services and policies; state, federal, and local laws; and Nurse Practice Act. Coordinates 24 hour Agency coverage and evaluates on call services. Provides on call backup for Case Managers.

**Director of Operations:** Directs and oversees an organization's operational policies, objectives, and initiatives.

**Finance Director:** Provides leadership and management in all areas of fiscal management of the organization. Plans and coordinates activities that direct the financial programs of the Agency. Directs and coordinates overall

fiscal management of the organization to achieve economic objectives. These include: payroll, accounts payable, accounts receivable, general ledger, financial and statistical systems.

**Human Resources Director:** Assumes responsibility for Agency's human resource functions, including employee recruitment, retention, benefits administration, and policy development. Plans daily human resource operations including implementing human resource policies.

**Marketing/Community Relations Representative:** Responsible for managing marketing program and supervising members of the marketing team. Establishes and maintains relationships with customers and referral sources. Responds to requests and concerns.

**Bereavement Coordinator:** Provides bereavement counseling to survivors. Matches families with bereavement volunteers and organizes grief support group sessions.

**Chaplain:** Provides spiritual guidance and support. Performs religious services and leads prayer.

**Clinical Nurse Specialist:** Provides clinical directions to nursing staff in the delivery of patient care programs.

**Coder:** Read charts and input proper code into computer system. Determines how much will be reimbursed by Medicare, Medicaid and private and public insurance companies.

**Customer Service Representative:** Sells Agency's services, provides ongoing support to clients. Processes service calls, maintains accurate customer profiles.

**Home Health Aide:** Provides personal care services under the direction of the Registered Nurse or Therapist. The Home Health Aide is assigned to specific clients by the Registered Nurse or other appropriate professional. Performs activities including, but not limited to: personal care, household services and therapy services. Documents care provided and completes the forms required for the client's records. Completes the appropriate records to document care given and pertinent observations. Submits documentation per Agency requirements.

**Homemaker/Companion:** Provides companionship, socialization, and housekeeping services. Performs tasks that contribute to client's safety and comfort in home.

**Information Technology Specialist:** Manages technical issues in agency. Maintains computer network and troubleshoots hardware and software issues.

**Intake/Referral RN:** Receives, evaluates, and coordinates referral activity. Follows up on pending unresolved coverage issues. Distributes information to appropriate division for scheduling of employees.

**Licensed Practical Nurse:** Performs skilled nursing functions in accordance with the federal, state, and local laws and within the guidelines of his/her professional organization and Agency. The LPN/LVN delivers care to clients as delegated by the RN Case Manager. Scope of practice includes personal care services, monitoring and reporting findings, medication administration, emergency intervention, and nursing services.

**Medical Records Clerk:** Prepares folders and maintains records of newly admitted patients. Reviews medical records for completeness, assembles records into standard order, and files records in designated areas according to applicable alphabetic and numeric filing system. Locates, signs out, and delivers medical records requested by hospital departments. Compiles statistical data, such as admissions, discharges, deaths, births, and types of treatment given. Operates computer to enter and retrieve data and type correspondence and reports. May assist other workers with coding of records.

**Nursing Education Coordinator:** Responsible for proper orientation of new employees. Provides ongoing education in the form of inservices and acts as a general resource for nursing personnel.

**Occupational Therapist:** Provides services to home care clients in accordance with the Plan of Care. Services are provided under the direction of the attending physician with participation of the family and other members of the interdisciplinary team. Provides assessments, diagnostic tests, skilled treatments, and ongoing evaluation of clients under a Plan of Care.

**Occupational Therapist Assistant:** Provides occupational therapy treatments and services to home care clients under the supervision of a qualified Occupational Therapist in accordance with the Plan of Care.

**Patient Care Coordinator:** Develops and maintains human care relationships: Integrates the influence of the individual's human experience of health, illness, & healing into the nursing care plan. Advocates for needs of clients, provides care in an ethical and legal manner, and refers concerns/issues to appropriate resources.

**Personal Care Attendant:** Provides personal care assistance services; assistance with bathing, oral hygiene, hair care, dressing, and grooming. Completes light housekeeping directly related to care of client. Shops for groceries, runs errands, plans meals, and accompanies client.

**Physical Therapist:** Plans and provides physical therapy services to clients in their homes in accordance with the Plan of Care and Agency policies and procedures. Performs assessments, diagnostic tests, skilled treatments, and ongoing evaluation of clients under a Plan of Care.

**Physical Therapist Assistant:** Provides physical therapy treatments to home care clients under the supervision of a qualified Physical Therapist in accordance with the Plan of Care

**Receptionist:** Provides clerical support including typing correspondence, reports, and documents; maintaining filing systems; and coordinating daily interoffice activities. Assists with billing and hiring processes.

**Registered Nurse:** Provides services to clients in accordance with the State Nurse Practice Act, Agency policy, and accepted professional standards of practice. The Registered Nurse provides nursing services utilizing a comprehensive base of nursing theory and nursing process, and communicates/documents observations and assessments.

**Respiratory Therapist:** Assists in the diagnosis, treatment, and management of patients with pulmonary disorders. Analyzes sputum, blood, or breath specimens to determine levels of oxygen and other gases. Measures lung capacity to determine impairment.

**RN Case Manager:** Provides direct care and case management for a team of Agency clients in accordance with the state Nurse Practice Act and Agency policy. Performs initial and ongoing client assessments based on Agency policy and standards of practice to ensure effective and appropriate home care services Directs: Assigned team members of RNs, LPNs, Home Health Aides, and Personal Care Assistants.

**RN Case Manager and Primary Care RN:** Provides direct care and case management for a team of Agency clients in accordance with the state Nurse Practice Act and Agency policy. Performs initial and ongoing client assessments based on Agency policy and standards of practice to ensure effective and appropriate home care services. Directs: Assigned team members of RNs, LPNs, Home Health Aides, and Personal Care Assistants. Provides direct care to clients in accordance with the State Nurse Practice Act, Agency policy, and accepted professional standards of practice. The Registered Nurse provides nursing services utilizing a comprehensive base of nursing theory and nursing process, and communicates/documents observations and assessments.

**Scheduler:** Responsible for coordinating scheduling of skilled nurse and home health aides; ensures that staffing is adequate.

**Speech/Language Pathologist:** Provides services for home care clients who have speech and language problems. Performs speech therapy assessments, diagnostic tests, skilled treatments, and ongoing evaluation of clients under a Plan of Care.

**Social Worker-Bachelor's:** Trained in psychotherapy that helps individuals deal with a variety of mental health and daily living problems to improve overall functioning.

**Social Worker-Master's:** Provides services and/or establishes standards addressing the social and/or emotional factors that impact the client's ability to achieve the goals of the Plan of Care. Prepares social histories, including cultural factors, financial concerns, and support systems.

**Therapy Services Supervisor:** Responsible for planning, developing, and evaluating services provided by staff and contract therapists. Provides clinical consultation to patients as needed.

**Therapy Services Coordinator:** Coordinates schedules and services provided by staff and contract therapists. Directly provides therapy to patients.

**Volunteer Coordinator:** Recruit and manage volunteers; plan and supervise activities of all volunteers; participate in community outreach and fundraising programs.