



Eastern Band of Cherokee Indians

SUPERVISOR - RN TRIBAL IN HOME CARE SERVICES

Position Description

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| Program: | Tribal In Home Care Services | Reports to: | Administrator – RN Tribal In-Home Care Services |
| Division: | Public Health & Human Services | Position Number: | 925616003; 925616004 |
| Classification: | Non - Exempt | Revision Date: | 10/01/2022 |
| Pay Level: | 16 | Safety Sensitive: | No |
| PERFORMANCE EXPECTATIONS | | | |

In performance of their respective tasks and duties all employees of the Eastern Band of Cherokee Indians (EBCI) are expected to conform to the following:

- Uphold all principles of confidentiality to the fullest extent.
- Adhere to all professional and ethical behavior standards of the Tribal Government.
- Interact in an honest, trustworthy, and respectful manner with employees, Tribal members, visitors, and vendors.
- Participate in departmental staff meetings, quality management activities and educational programs.
- Embody respect and understanding of EB CI traditions and values.
- Display willingness, initiative, and teamwork, to perform other duties as requested.

POSITION PURPOSE

Responsible for supervising and coordinating the care of In-Home Care patients in accordance with physician order and in compliance with agency/Tribal policy, government regulations and accreditation standards. Provides direct supervision for nursing services, aide services and chore services related to care in the home. Coordinates care provided by contract rehab therapy staff. Assumes duties of other supervisors when that person is absent. The designated RN will assume responsibility of the Administrator when the administrator is unavailable.

ESSENTIAL DUTIES, FUNCTIONS, & RESPONSIBILITIES

- Maintains best practices with hospital staff, discharge planners, physicians, and county agencies. Serves as a primary resource for agency referrals.
- Determines if the agency has appropriate staffing to adequately care for patients, and assigns appropriate staff aides, nurses or therapists for case management and/or care.
- Acts as an advocate for patients and caregivers at all times.
- Serves as the primary supervisor for clinical staff.
- Provides performance evaluations at least annually and as needed.
- Meets with designated staff individually for coaching sessions regarding work performance, patient care issues, strategies, and other direction as needed.
- Ensures that annual competency requirements are achieved for all personnel within the standards of best practice.
- Performs in home supervisory visits for designated staff bi-annually and as directed by the administrator.
- Reviews clinical charting for completeness, accuracy, and basic acceptable nursing guidelines.
- Contacts and coaches clinicians when corrections or one-on-one education is needed.
- Intervenes when actual or potential problems are identified within the service area.
- Informs administrator of potential issues and concerns to seek advice/consultation when necessary.
- Responsible for coordinating multi-disciplinary team meetings (case conference) at least monthly.
- Required to communicate with all key team member such as other PHHS programs and outside services to maximize patient advocacy and coordination.
- Performs intakes for all programs as designated by the administrator ensuring compliance with all Federal, State, and Tribal guidelines. Assists patients and caregivers by coordinating with other community programs if in-home care services cannot meet the specific need.
- Reviews all admission, discharges, and re-certifications for respective programs.

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- Coordinates with therapy staff to maximize patient treatment and care.
- Demonstrates good stewardship of Tribal funds and sources of revenue by appropriate use of staffing, supplies and equipment.
- Supervises daily field staff schedules and operations for respective programs. Is required to schedule on-call rotations, including holiday, after hours and PRN staff.
- Instructs, supervises, and coaches staff regarding assessment of patient needs and how to adjust visit frequency and/or discontinuation of services when the plan of care is complete.
- Interprets agency policies and procedures, CMS regulations and accreditation standards as it relates to all of aspects of in-home care programs; this includes OASIS assessment for HH staff.
- Ensures compliance with P&P, standards and best practice are followed on a daily basis.
- Maintains nursing competency and the ability to perform nursing functions when staffing issues arise.
- Promotes and maintains the highest standard of health care.
- Promotes a calm, positive atmosphere in the clinical field and office setting.
- Maintains a positive morale and healthy work environment.
- Works in tandem with the Medical Supply Clerk to ensure that the appropriate nursing supplies and equipment are available and in working order.
- Consults with the Supply Clerk when ordering patient care supplies to purchase based on patient need.
- Demonstrates the ability to perform clinical functions within the nurse practice act if staffing issues arise.
- Must be willing to take a patient case load to meet the basic need of each program as it relates to the current patient census.
- Ensures compliance with all supervisory visits for nursing, aide and therapy staff as mandated by each program's regulatory body.
- Reviews and approves time sheets for all clinical staff as designated by the administrator.
- Reviews daily activity sheets to ensure compliance with MD order and Medical Plan of Treatment.
- Approves requested time off for field clinicians considering patient load, acuity, and available staff.
- Attends continuing education sessions to enhance professional growth with a minimum of 16 hours per calendar year. Expected to obtain continuing education both through in-service training and self-propelled training modules both in-house and on location.
- In the event of a public health emergency, employee may be reassigned to a duty station to ensure safety and treatment are delivered to the public as quickly as possible.
- May be required to remain at work or report to work during times when admin leave is granted in order to meet the needs of patient's and program operations
- Perform job duties according to established safety guideline and Tribal policies.

Scope of Supervision:

This position is supervised by program leadership. This position is responsible for supervising assigned personnel.

MINIMUM MANDATORY QUALIFICATIONS

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| Experience: | Two (2) years of experience required. Experience to include progressive management and training responsibilities in home health care or health related services, demonstrated leadership expertise, and use of the electronic medical record - point of care. |
| Education: | Associate's Degree in Nursing is required. |
| Licenses & Certifications: | Valid, insurable NC Driver's License required. Current unrestricted RN licensure in the State of North Carolina per NC Board of Nursing guidelines, in good standing without a substantiated history of abuse, neglect, misappropriation or violation of patient's rights. CPR/First Aid certification. Must obtain OASIS education and training within one year of employment |

KNOWLEDGE, SKILLS, & ABILITIES

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Key Job Knowledge:

- Must have a thorough knowledge of the policies, procedures, and guidelines of EBCI PHHS Division and Tribal In-home care Systems, standards nursing practices, applicable OSHA mandates, and related regulatory controls such as ACHC, CMS, DHB, and DHHS.
- Knowledge regarding home health care with expertise in clinical/coverage issues required.
- Must have an understanding of the EBCI culture, lifestyles, and risk factors.
- Requires knowledge of the geography of the assigned area.
- Knowledge regarding in-home care industry standard and expertise in clinical/coverage and issues required.
- Must maintain current, unrestricted RN licensure, CPR/First Aid certification and proof of automobile liability insurance, without lapse.
- Must be proficient in Microsoft Office Suite.
- Nine (9) to twelve (12) months would be required to become proficient in most phases of the job.

Safety/Accuracy Focus:

A high degree of accuracy is required in nursing practice, patient education and case management. Inaccurate identification and reporting of abnormal health conditions to the appropriate providers may have minimal or life threatening results. Oversight and review of work following established procedures, protocols, and quality audits would prevent most errors.

Key Relationships:

Interact with internal and external customer/clients in a polite and professional manner. Has frequent contact with patients, families, coworkers, and other health professionals wherein tact, courtesy and diplomacy are required to maintain positive relationships. Requires good communication skills, both written and oral. Requires sensitivity to others while dealing with patients and their families who may be under stress while dealing with issues of disease and poor health. Purpose of contact is to exchange information, offer instruction and work together to meet the patient's goals and maintain the integrity of EBCI at all times.

Resourcefulness & Initiative:

Follows well defined Tribal procedures and guidelines. Initiative is required to maintain accuracy, establish work priorities, and meet scheduled timeframes.

Discretion – Confidential Data:

Access to confidential and proprietary data and information which is not known by the public may occur during employment. Exercise excellent professional discretion regarding confidential and proprietary data and information, never disclosing or misusing such information. Must adhere to all Tribal guidelines, EBCI policies and procedures for working with confidential data. The above average degree of discretion is required while handling patient and related medical information. Must comply with Federal, State, and Tribal HIPAA guidelines, reporting infractions of potential misconduct to the appropriate authorities immediately. Ensure that PHI is maintained at all times across the health care continuum, including those patients who may not receive direct care from TIHCS. Breach in confidentiality could result in criminal charges.

Complexity of Duties:

This position includes completing tasks of varying complexity levels. Ingenuity and judgment are required to review facts, plan work, deal with facts that are not easily evaluated, interpret results, draw conclusions, and take or recommend action. Must consider patients' needs within compliance with government regulations. Requires a high degree of accuracy in reporting health abnormalities to the patients' providers, and in the documentation of services provided. Undetected errors could have potentially life-threatening results. Government regulations, accreditation standards, and third-party payers require the submitting of accurate patient information to allow for appropriate reimbursement for patient visits. The submission of false or inaccurate information would place the agency at risk for fraudulent claims, resulting in loss of agency certification/accreditation and the clinician's license would be in jeopardy.

PREFERRED QUALIFICATIONS

Home Health OASIS COC-C within 1 year of employment preferred.

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WORK ENVIRONMENT

- Work Environment:** Works in both office and clinical environments, including patient homes, hospital, and outpatient clinics. Potential exposure to contagious disease and infection. Must adhere to OSHA standard precautions to maintain a safe work environment. May be required to work holidays, weekends, or other times when administrative leave is granted in order to ensure optimal patient care. Extensive travel required locally and nationally.
- Mental/Visual/
Physical Effort:** Must be able to lift 25 pounds and carry 5 pounds on a repetitive basis. Job duties can be mentally/emotionally stressful at times. Requires the ability to deal effectively with stress. Close mental concentration and attention to detail are required for most activities. Physical activities require the ability to walk, sit, reach, extensive bending and heavy lifting while assisting patients to walk or turn and when transferring patients. Must have visual acuity, manual dexterity, and the ability to speak and hear. Must have a completed fit for duty form noting ability to perform job functions.

OTHER

- Confidentiality:** All employees must uphold all principles of confidentiality to the fullest extent. Sensitive information must be kept secure; a breach of these principles may be grounds for disciplinary action, up to and including immediate termination.
- Background Investigation:** All employees are required to complete a background investigation. Results of the background investigation will be evaluated against the requirements of the position, and as applicable to federal and state requirements. Candidates must be able to successfully pass all required background checks for data sensitive positions and for those positions subject to a 101-630 background check to ensure compliance with Public Law 101-630 "Indian Child Protection and Family Violence Prevention Act."
- Drug Screening:** All applicants must successfully pass a preemployment drug screening prior to beginning employment. Random drug testing will be carried out based upon position requirements.

Disclaimer: The information on this position description has been designed to indicate the general nature and level of work performance by employees in this position. It is not designed to contain, or be interpreted as, a comprehensive inventory of all duties, responsibilities and qualifications required of employees assigned to this position. Employees will be asked to perform other duties as needed.

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ACKNOWLEDGMENT

I have reviewed the content of the **Supervisor - RN Tribal In Home Care Services** position description and have been provided a copy of such position description. I certify that I am able to perform the essential functions of this position as outlined in this description.

Employee (printed name)

Employee (signature)

Date

Supervisor (printed name)

Supervisor (signature)

Date