

## **Hospice of Spokane Job Specific Functions**

**TITLE:** *Clinical & Community Outreach Coordinator, Focused on Facilities*

**REPORTS TO:** Director of Development & Communications

### ***JOB SUMMARY:***

Develop and maintain a Hospice of Spokane presence in health care facilities (SNFs, ALFs, AFHs), and the community. Educate and build awareness among individuals to further increase the knowledge of Hospice of Spokane's mission and services to both health care professionals and the community in general. This position will focus primarily on education and outreach activities in the medical community, but will also provide similar services to the community-at-large.

### **Specific Job Functions:**

1. Expand Hospice of Spokane's service by creating and maintaining excellent working relationships with SNFs, AFHs, ALFs and others through office visits and other means throughout Hospice of Spokane's service area
2. Identify opportunities for, and coordinating, awareness and professional education sessions, presented by both self and others, for a variety of audiences and locations including facilities, community centers, faith groups, health fairs, and other public/private events
3. Develop written materials and design presentations to be used by other staff and volunteers
4. Collect and report positive and negative feedback and integrate it into solutions that increase quality and efficiency around end-of-life care
5. Build and maintain a dashboard of job-specific data (as determined by Director) on a monthly (or ad hoc) basis to track progress
6. Attend a minimum of one Nurses Meeting and one Social Work meeting each month and a minimum of two Care Conferences each month (including at least one Care Conference with the Facilities Team)
7. Educate extended care facility staff in accordance with CMS guidelines
8. Monitor Hospice of Spokane client documentation in extended care facilities to ensure appropriate documentation, billing, etc.
9. Collaborate with facility HR and supervisory staff to orient new hires on the hospice philosophy in a timely manner
10. Other duties as assigned

### **Qualifications:**

1. Registered Nurse with current Washington State License required
2. A minimum of one year nursing experience with terminally ill persons and their families
3. Marketing, outreach, sales or similar experience required; marketing health care, hospice care or home health care preferred
4. Demonstrated public speaking, training and facilitation skills and the ability to effectively communicate across a wide variety of audiences required
5. Must be able to work with minimal direction or supervision

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6. Organized and flexible to meet a variety of scheduling needs
7. Intermediate MSOffice Word, Excel and PowerPoint skills, ability to quickly learn customized computer/data base programs
8. Good organizational skills—ability to manage multiple projects simultaneously, scheduling, in-house communications, prompt follow through, etc.
9. Valid drivers license, personal vehicle for on the job transportation, evidence of automobile insurance coverage as required by the State of Washington.

### Essential Job-Related Functions:

#### Physical Capabilities:

- |                              |                       |
|------------------------------|-----------------------|
| 1. Sitting                   | 7. Walking            |
| 2. Writing                   | 8. Standing           |
| 3. Typing                    | 9. Driving            |
| 4. Lifting (Up To 40 Pounds) | 10. Kneeling/Stooping |
| 5. Seeing                    | 11. Hearing           |
| 6. Speaking                  | 12. Fine Motor Skills |

It is estimated that this position requires five to six hours of activity per day and 2 hours of sitting per day plus a combination of the above capabilities during the course of an eight hour day.

#### Mental Capabilities:

- |                                 |                           |
|---------------------------------|---------------------------|
| 1. Confidentiality              | 6. Detail Orientation     |
| 2. Written/Verbal Communication | 7. Math                   |
| 3. Reading                      | 8. Decision-Making Skills |
| 4. Reasoning                    | 9. Problem-Solving Skills |
| 5. Multiple Concurrent Tasks    | 10. Supervisory Skills    |
|                                 | 11. Map Reading Skills    |

#### Equipment Used:

- |                    |          |
|--------------------|----------|
| • Telephone        | • Copier |
| • Computer/Printer | • Fax    |
| • Calculator       |          |

**STATUS:** EXEMPT