



AGENCY DIRECTOR JOB DESCRIPTION

EDUCATION:

Graduate of an approved school of nursing. Licensed to practice as a Registered Nurse in North Carolina. Bachelor level college degree in Business, Nursing, Social Work, Management, or Health Sciences/Administration preferred. Current CPR Certification and valid NC Driver's License required.

EXPERIENCE:

Five years of general nursing experience with minimum of three years of supervisory experience. Home care experience required. Excellent communication skills with business knowledge and experience. Computer skills using Word and Excel necessary. Ability to operate standard office equipment. Ability to multi-task and prioritize. Excellent organizational and listening skills. Knowledge of home care services and NC Medicaid programs.

ACCOUNTABILITY:

N/A

FUNCTIONS:

The Agency Director functions as a team member of First Choice Home Care, Inc. This individual is responsible for all aspects of the Agency. Monitors daily operations and ensures maximum agency efficiency, employee competency and integrity, quality care, customer satisfaction, and fiscal soundness in compliance with the numerous federal, state, and local rules and regulations. Represents the Agency in the community and promotes a positive FCHC image in the business community. Promotes respectful and competitive working relationships and alliances for overall benefit to the people served in the community.

Responsibilities include but are not limited to the following:

1. Thorough knowledge of the various services offered by First Choice Home Care, Inc. and requirements of each.
2. Working knowledge of FCHC, Inc. policies and procedures.
3. Knowledge of Corporate Compliance Plan, Program Integrity, HIPAA, OSHA regulations, Infection Control, Agency Policies and Procedures, Licensure regulations, and other federal and state regulations affecting agency business and compliance.
4. Knowledge and understanding of all job functions.
5. Conducts self in a professional manner maintaining the Agency Code of Ethics and Conduct.

AGENCY DIRECTOR
JOB DESCRIPTION (continued)

6. Dresses in a professional manner according to dress code and as appropriate for representing the Agency.
7. Knowledge of competitors and services offered in the communities served by FCHC.
8. Knowledge of the computer hardware and software programs utilized and when improvements are indicated.
9. Ensures adherence to HIPAA Privacy and Security regulations related to use of computers, internet, faxes, scanning, passwords, and encryption.
10. Is aware of and monitors impending hazardous conditions and implements plans for the safety of clients and employees, as well as protection of Agency records and communication procedures.
11. Acquires and evaluates current trends and new developments in the health care industry through literature, workshops, and training seminars.
12. Monitors cash flow and aging reports to implement changes as needed.
13. Evaluates and implements changes to ensure adequate profit margin.
14. Ensures that the Quality Assurance Program is conducted, documented, and results utilized for improvement.
15. Assures compliance with Program Integrity for successful billing audits.
16. Evaluates Agency Infection Control program for compliance with OSHA, Department of Labor, Department of Health and Human Services, Department of Health Service Regulation, Licensure, and other regulatory bodies.
17. Assures 24-hour nursing availability and participates in Nursing On-Call after hours and on weekends.
18. Listens to and communicates with all levels of the work force, both clinical and non-clinical.
19. Encourages a team approach to workload, challenges, and problem solving.
20. Alert to and shares information with other personnel regarding, seminars, webinars, and opportunities for education, promotion of agency, community involvement, and coordination of care.
21. Receives reports on a regular basis from Administrator and other personnel.
22. Evaluates processes for efficiency and productivity making recommendations for change as needed.
23. Serves as a resource for ultimate decision making.
24. Serves as the Corporate Compliance Officer.
25. Monitors and evaluates HIPAA Privacy Officer and Infection Control Officer for effectiveness and compliance.
26. Seeks further information from a variety of resources, as needed, to appropriately resolve problems.
27. Oversees disciplinary procedures and reviews performance improvement reports for appropriate resolution.
28. Efficiently utilizes communication tools on a daily basis including instant message, email, text message, conference calls, webinars, newsletters, and phone calls.

**AGENCY DIRECTOR
JOB DESCRIPTION (continued)**

- 29. Monitors workman's compensation insurance rates related to injured employees and progress toward return to work.
- 30. Monitors and evaluates Agency advertising for cost, efficiency and effectiveness.
- 31. Actively participates in promoting First Choice Home Care in the communities served.
- 32. Ensures Agency Policies and Procedures are in compliance with federal and state mandates, and reflect all services provided.

The Agency Director may be asked to perform additional duties within the scope of the job functions.

OTHER QUALIFICATIONS:

- 1. Able to perform and effectively prioritize multiple functions and tasks.
- 2. Able to listen and communicate effectively.
- 3. Able to stand, bend, stoop, squat, kneel and reach freely.
- 4. Able to freely lift up to a maximum of 25 pounds.
- 5. Able to hear, read, write, and speak clearly.
- 6. Able to interpret technical instructions.
- 7. Able to make sound judgments regarding customer service.
- 8. No facial piercings, or excessive or offensive tattoos.
- 9. Men will be cleanly shaven or facial hair neatly trimmed.

EVALUTION:

Performance evaluations are conducted by the Owner / Advisory Board.

I have reviewed my job description and agree to perform all duties mentioned to the best of my ability. I understand my job responsibilities may change as the needs of the Agency change. I further agree to notify my immediate supervisor if I am unable to complete any of my job duties in a timely manner.

Signature
Agency Director

Date