



Reports To: Director of Field Clinical Operations **FLSA Status:** ☐ Exempt; ☐ Nonexempt

☐ **Full Time** or ☐ **Part-time**

PTO: ☐ Level I ☐ Level II ☐ Level III

I. Position Summary

Responsible for overall quality, content, provision and continuity of each patient's care plan, which addresses the physical, emotional, psychosocial, and spiritual needs of patients and families who are experiencing life-limiting, progressive illnesses.

II. Essential Duties and Responsibilities

- a) Utilizes the nursing process to assure a comprehensive plan of care;
- b) Assures ongoing assessment and revisions to a patient's plan of care;
- c) Teaches patient, family and/or staff on caring for patient;
- d) Assesses patient, family and/or staff comprehension and ability to provide appropriate care
- e) Identifies significant clinical findings, draws conclusions and intervenes appropriately;
- f) Promotes communication through all levels of patient care;
- g) Participates in inter-disciplinary team (IDT) and clinical meetings;
- h) Supports and maintains regulatory compliance;
- i) Maintains timely and appropriate records/documents per Hospice policies and procedures;
- j) Maintains/enhances professional skills and requirements including education and training;
- k) Other tasks and duties as assigned;
- l) Take initiative as needed or when the opportunity arises;
- m) Provide on-call services and patient visits, as scheduled;
- n) Travel as required.

III. Formal Education Requirements

At least an Associate's Degree in Nursing is required.

Current NYS RN License that meets all requirements found in NYS Education Law Section 6905.

IV. Formal Experience Requirements

At least 1-2 years' Medical-Surgical experience as a Registered Nurse is preferred

V. Skills and Abilities (Competencies)

Certificates and Licenses

Must possess:

- NYS Registered Professional Nurse in good standing
- Valid Driver license and current auto insurance

Job Specific Competencies

1. Clinical Judgment

Demonstrates critical thinking, analysis and critical judgment in the care of patients and families experiencing life-limiting, progressive illness through use of the nursing process to address the physical, emotional, psychosocial, and spiritual needs of the patients and families.

2. Advocacy and Ethics

Incorporates ethical principles and professional standards in the care of patients and families experiencing life-limiting, progressive illnesses; as well as identifying and advocating for the wishes and preferences of patients and families.

3. Professional Conduct

Demonstrates, knowledge, skills, behaviors and attitudes that are consistent with the professional standards, code of ethics, and scope of practice for hospice, palliative nursing, while maintaining professional boundaries.

4. Collaboration

Actively promotes dialogue with patients and families, the healthcare team and community to address and plan for issues related to living with, and/or dying from life-limiting, progressive illnesses.

5. Systems Thinking and Action

Utilizes resources necessary to enhance quality of life for patients and families experiencing life-limiting, progressive illness through knowledge and navigation within the healthcare system.

6. Cultural Competence

Demonstrates cultural competence by respecting and honoring the unique diversity and characteristics of patients, families, and colleagues in hospice/palliative care.

7. Facilitator of Learning

Facilitates learning for patient, family, self, members of the healthcare team and community through the development, implementation and evaluation of formal and informal education related to living with, and/or dying from a life-limiting, progressive illness.

8. Communication

Demonstrates the use of effective verbal, non-verbal and written communication with patients, families, members of the healthcare team and community in order to therapeutically address and accurately convey the hospice/palliative care needs of patients and families.

Additional Skills/Abilities/Requirements

- Maintain ethical standards, confidentiality and professional conduct;
- Strong communication skills including listening, verbal and written;
- Ability to work in a team setting, collaborate with others and adapt to a changing environment, while balancing priorities;
- Adhere to mission, vision, values, operating principles and strategic priorities;
- Must be proficient with electronic medical records.
- Ability to complete daily documentation/timesheets, etc., and other work in a timely manner with limited supervision.

VI. Working Conditions and Environmental Hazards

This position works in contact with risks associated with blood-borne pathogens and needle sticks. Care must be taken to follow all health and safety requirements.

VII. Physical Requirements

Position requires a moderate level of independent judgment in performing responsibilities.

Must be able to lift, move, and transfer patients and equipment. Must be able to lift and carry up to **50 pounds** independently and occasionally assist with transfers of patients who may weigh **up to 100 pounds or more** with appropriate equipment or team assistance. Must be able to perform physical tasks such as bending, stooping, kneeling, reaching, and prolonged standing and walking.

VIII. Contacts

Internal:

Director of Field Clinical Operations, inter-disciplinary team members, office staff, Hospice Medical Director, Hospices Physician, and Nurse Practitioners.

External:

Patients and families, referral sources, Healthcare (Hospital/Nursing Home, etc,) facility staff, and primary/specialist physicians.

IX. Supervision and Guidance

There are no direct-reports to this position. The Registered Nurse Case Manager provides guidance to others on the care team.

X. Approvals

_____ Approved by President/CEO	_____ Date
_____ Approved by Supervisor	_____ Date
_____ Supervisor Title	

XI. Receipt and Acknowledgment

I have read the Job Description for Registered Nurse Case Manager and understand the responsibilities and expectations of the position and agree to perform these duties and expectations. If I have any questions, I will ask my manager.

As a Chautauqua Hospice & Palliative Care (CHPC) employee, you are an integral part of our mission to provide compassionate end-of-life care. CHPC operates The Star Hospice House (TSHH), a 24/7/365 residential hospice facility. Due to the nature of our services, all CHPC employees may be called upon to assist with staffing needs at TSHH, as needed. While primary job responsibilities will remain focused on the employee's assigned role, flexibility and willingness to support the facility is essential to ensuring the continuity of care for our patients.

_____ Print Employee Name	
_____ Employee Signature	_____ Date