



## Health & Science Center, Inc.

HUNTER OFFICE BUILDING- SUITE 201-202  
P.O. BOX 213  
209 HUNTER STREET  
LIMA, PENNSYLVANIA 19037  
TELEPHONE: 610-891-0714  
FAX: 610-891-0492

**Job Title:** Director of Chronic Care

**Reports To:** SVP Home Health/Chief Nurse Officer

**Position Summary:** Responsible for development, implementation and evaluation of evidence-based chronic care program. Provides clinical expertise and supervision to ensure best practice service delivery model and evaluates competency of chronic care providers.

**Essential Functions:** Serves as Clinical Specialist for Chronic Care Program development and implementation.

**Other Duties:**

1. Supports the Mission, Values and Vision.
2. Performs needs assessments to identify unmet chronic care community health needs.
3. Responsible for the development, implementation and evaluation of evidence-based home health chronic care services.
4. Provides clinical expertise for the delivery of chronic care services. Evaluates program effectiveness and develops/implements appropriate modifications.
5. Facilitates revisions of program service policies consistent with professional standards and organizational goals.
6. Works with Quality Assurance to establish best-practice standards and process improvements to ensure quality chronic care services.
7. Recruits and ensures adequate staffing capacity for the Chronic Care Program. Participates in the development of appropriate personnel policies and procedures designed to attract, retain, and motivate staff.
8. Assists in orientation and ongoing evaluation of chronic care staff.
9. Provides clinical educational and facilitates appropriate opportunities to maintain/enhance technical and professional competence.
10. Assists in development of program budget and policies for chronic care services.
11. Working with the Sr. Vice President/CNO and EVP/CFO, implements and follows through on policies dealing with financial controls, preauthorization of visits, billing and other program reimbursement issues.
12. Represents Agency before community and/or health care groups, local, regional, and national.
13. Promotes Agency services with local referral sources and monitors/analyzes chronic care referrals made to the Agency.
14. Participates in the negotiation and maintenance of chronic care contracts.
15. Maintains and enhances professional/managerial expertise through appropriate education/organizational activities.
16. Prepares activity reports as requested in addition to Performance Indicators Report.
15. Other duties as assigned.

**Knowledge and Experience:**

1. Thorough knowledge of current principles, practices and techniques of community/home health management.
2. Clinical expertise in chronic care management.
3. Superior managerial and leadership skills to effectively manage program, motivate employees, and work collaboratively with Agency personnel.
4. Very high levels of interpersonal skills for effective interactions in sensitive/complex situations, which could have critical effect on the long-term success of the organization.
5. PA Nursing Licensure.

**Education:** MSN; Clinical Specialist preferred