

**\*This Opportunity is a hybrid position – Remote and in the Northern Illinois area. Relocation Assistance available\***

### **Hospice Nursing Operations Manager**

Lake Zurich, IL 60047

*Advocate Aurora Health*

- **Job ID #** R50930
- **Status/Hours:** Full Time, Days
- **Location:** Hybrid – Remote & central area of Zurich, IL

**WHO WE ARE:** Advocate Aurora Health is currently one of the 12th largest non-profit healthcare systems in the U.S., and we've been the recipient of many national awards including "Top Work Places", "World's Best Hospitals", "Best Places to Work for Women and Diverse Managers", and System for Change Award. Advocate Aurora Health system is a safe clinical enterprise operating 27 hospitals and over 500 ambulatory medical, cancer & surgical centers across Illinois and Wisconsin.

**OUR GOAL FOR THIS ROLE:** Be a leader that not only oversees a strong and patient oriented team, but also be a leader who motivates, teaches and is supportive in the role. Lead, coach and develop field team, which includes nurses, aides, chaplains, and social workers. Manage daily operations and budget. Develop service strategies and monitor service levels against indicators to demonstrate improvement. Coordinate patient care and conduct joint visits to ensure accuracy and compliance. Develop leadership experience for future director career and coach others to their highest potential.

#### **HOW YOU'LL MAKE A DIFFERENCE:**

- Oversees clinical services and operations, reviews and assures excellent patient care is provided. Ensures clinical teams are in full compliance with appropriate local, state, federal, national accreditation body rules, and regulations as well as agency policy and procedures are followed. Ensures workflow processes are timely and cost efficient.
- Monitors results of chart audits and assures that remedial action is taken. Identifies trends in audits and communicates results to the Director.
- Enforces high patient care standards through regular tracking and monitoring of clinical outcomes. Responsible for meeting established clinical and service quality goals.
- Assures field supervisory visits are accurately completed according to agency policy and as necessary.
- Monitors and assures staff productivity according to established targets on a weekly basis. Assures timely correction of charting deficiencies that impact revenue cycle for their areas.

- Ensures appropriate staffing and assigned caseloads, including provisions of multidisciplinary team coverage to meet the needs of our patients. Monitors and assures reliability of clinical assessments, tracks and remedies variances in outcomes and adverse events.
- Ensures clinical documentation flows through the systems accurately ending in timely billing submission to payers.
- Develops collaborative and cooperative relationships with internal and external partners, entities and other customers, physicians, as well as community organizations.
- Assists in projecting and monitoring costs for new and established programs including staffing projections, capital expenditures, and other operational costs. Assists in management contracts for services to assure compliance with budget. Manages expenditures and staffing levels to meet budget goals.
- Identifies business opportunities and community needs and partakes in developing and implementing strategies to take advantage of these opportunities. Participates in fundraising events and activities.
- Performs human resources responsibilities for staff which include interviewing and selection of new employees, promotions, staff development, performance evaluations, compensation changes, resolution of employee concerns, corrective actions, terminations, and overall employee morale.
- Develops and recommends operating and capital budgets and controls expenditures within approved budget objectives.
- Responsible for understanding and adhering to the organization's Code of Ethical Conduct and for ensuring that personal actions, and the actions of employees supervised, comply with the policies, regulations, and laws applicable to the organization's business.

#### **WHAT YOU WILL NEED:**

##### **Licenses & Certifications**

- Registered Nurse license issued by the state in which the team member practices.

##### **Degrees**

- Bachelor's Degree in Nursing.

##### **Experience Required**

- Typically requires 5 years of experience in in clinical nursing or rehabilitation.

##### **Required Management Experience**

- Includes 1 year of supervisory experience in managing a staff and budgets.

##### **Knowledge, Skills & Abilities**

- Must possess and provide proof of a valid Driver License issued by the state of Wisconsin or Driver License issued by the state of Illinois, and a registered, functional car with adequate insurance coverage.
- Must have thorough understanding of home health or hospice regulations, reimbursement, and care requirements.
- Strong verbal and written communication skills.
- Demonstrates an ability to organize, plan and delegate work effectively and efficiently.
- Demonstrates an ability to resolve conflict, motivate staff and interact with superiors, peers, and subordinates in a direct and professional manner.
- Demonstrates an ability to solve problems and make independent judgments and decisions based on experience and good judgment.

#### **Physical Requirements and Working Conditions**

- Generally exposed to a normal office environment.
- Exposure to hazardous materials or potentially infectious body fluid is possible.
- Position requires travel so may be exposed to weather and road conditions.
- Operates all equipment necessary to perform the duties of the job.

**\*\*Compensation is based on applicable years of experience. Annual Incentive Plan included.**

**Relocation package available.** Comprehensive benefit package includes but not limited to comprehensive relocation package, medical, dental, vision options and 401k with matching. Access to leadership onboarding, progressive development education, training and mentoring for performance excellence, ongoing support, and career growth.

**OUR COMMITMENT:** Advocate Aurora Health is committed to diversity and inclusion every single day and in everything we do. Diversity lives in the differences, great and small, that matter to us and make each of us unique. We know that empowering our differences inspires creativity that leads to innovative solutions – for our team members, consumers, and communities. And because health care is built upon relationships, it’s important for the people we serve to be able to trust us to meet their unique needs. By cultivating an atmosphere of acceptance and compassion, we create a welcoming environment where our patients can heal, our team members can thrive, and our business can grow. As a team member, working in a diverse setting allows you the chance to grow in ways that will broaden your perspective to deliver the best possible patient care.