



## COME GROW WITH COMPASS REGIONAL HOSPICE

*the leader in hospice care and grief support in Queen Anne's, Kent and Caroline Counties*

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Compass Regional Hospice is committed to providing “care on your terms” through our Hospice, Palliative and Bereavement Care programs. Our committed staff provides quality and compassionate care to our patients and their loved ones throughout Queen Anne’s, Kent and Caroline Counties. Our employees are technically skilled, possess the highest level of compassion, and are devoted to the philosophy of hospice care.

Compass Regional Hospice is always on the search for great talent. We are currently accepting resumes for the positions of Hospice Center Nurses, Hospice Nurse Case Managers, Social Workers and CNAs to join our health care team. Other positions within our organization include Physicians, Nurse Practitioners, Bereavement Counselors, Chaplains and various support staff. We offer a positive work environment, fulfilling work, career growth opportunity and great benefits.

If you are interested in being a part of our growing team, submit your resume and cover letter, expressing your interests to [hr@compassregionalhospice.org](mailto:hr@compassregionalhospice.org)

Compass Regional Hospice is an Equal Opportunity Employer. We are committed to the principle of equal employment opportunity for all employees and to providing a work environment free of discrimination and harassment. All employment decisions are based on the organization’s needs, job requirements, and individual qualifications, without regard to race, age, color, religion, sex, sexual orientation, gender identity, national origin, veteran, disability, or any other status protected by laws or regulations in the locations where we operate



## HOSPICE NURSE CASE MANAGER

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### *Summary of Responsibilities*

The Hospice Nurse Case Manager works under the general direction of the Clinical Manager-Homecare, and the patients' attending physician in the provision of skilled nursing assessment, planning and care in order to maximize the comfort and health of patients and their families. The hospice nurse is responsible for identifying patient/family needs and for providing supportive care in accordance with the attending physician's orders, plan of care and CRH's policies and procedures, including pertinent documentation and timely completion of all paperwork required. The Hospice Nurse may function as a visiting Nurse or Case Manager.

*Reports to:* Clinical Manager-Homecare. In that absence responsibility falls to the Director of Clinical Services.

### RESPONSIBILITIES & FUNCTIONS:

#### *Applicable to Case Manager*

- Promote Compass Regional Hospice philosophy.
- Assume primary responsibility for a patient/family caseload that includes the assessing, planning, implementing and evaluating phases of the nursing process.

#### *Applicable to Case Manager and Visiting Nurse*

- Initiate communication with attending physicians, other hospice staff members and other agencies as needed to coordinate optimal care and use of resources for the patient/family.
- Maintain regular communication with the Clinical Manager, Homecare to review caseload.
- Maintain regular communication with the attending physician concerning patient/family status.
- Obtain data on physical, psychological; social and spiritual factors that may influence patient/family health status and incorporate data into the plan of care.
- Maintain up-to-date patient records so that problems, plans, actions and goals are accurately and clearly stated and changes are reflected as they occur.
- Seek input from other team members regarding the patient plan of care to obtain additional knowledge and support.

- Accept responsibility for coordinating physical care of the patient by teaching primary caregivers, volunteers, and employed caregivers or by providing direct care as appropriate.
- Meet regularly with hospice clinical staff to review problems or unique issues from caseloads, share professional support, and exchange feedback aimed toward enhancing professional growth.
- Attend patient conference and facilitate discussion of issues from case load for full staff discussion, consultation and evaluation.
- Supervise and update the health aide plan of care every two weeks or more frequently as needed.
- Inform the Clinical Manager, Homecare of unusual or potentially problematic patient/family issues.
- Responds to patients/families of other hospice nurses during on-call times, or as requested by the Clinical Manager, Homecare to meet patient/family needs during the absence of other hospice nurses.
- Provide appropriate support at time of death and period of bereavement.
- Takes responsibility and accountability for own nursing practice, continuing education and professional development.
- Promotes involvement of the patient/family in the plan of care with emphasis placed on pain and symptom management, emotional and spiritual support.

## GENERAL CRH DUTIES

- Participate in CRH's orientation and in-service training programs for professional staff
- Participate in agency and community programs as requested to promote professional growth and understanding of hospice care.
- Demonstrate familiarity with policies of the agency and rules and regulations of State and Federal bodies which aid in determining policies.
- Maintains the confidentiality of employee, patient/client and agency information at all times.
- Accepts and performs other related duties and responsibilities as required.

## MINIMUM QUALIFICATIONS

- Registered Nurse from an accredited college or university.
- Possession of a current license to practice as a registered professional nurse in the State of Maryland
- 2-3 years of varied work experience as a professional nurse, hospice experience preferred.
- 1-2 years' experience working in an acute care setting. (A new registered nurse may be accepted for employment upon agreement to participate and completion of CRH's Preceptor Program, an intensive orientation program.)
- Skilled in nursing practice, able to cope with family emotional stress and tolerant of individual lifestyles,

- Dependent on work experience/training, hospice nurse may be designated to perform assessments for pediatrics, obstetrics, psychiatrics, etc.

## ADDITIONAL QUALIFICATIONS

- Complete hospice orientation
- Be in agreement with the hospice concept of care
- Be flexible and able to work on several projects simultaneously
- Be able to work harmoniously with many different types of individuals and groups
- Advances knowledge and skills; attends in-services and workshops as appropriate
- An ability to cope with the stress of continual loss.

## PHYSICAL QUALIFICATIONS

- Possesses physical ability to perform job-related duties which may require lifting, standing, bending, transferring, stooping, stretching, walking, pushing, partial or complete assistance with activities of daily living without assistance from another health care worker or significant other.
- Must be able to communicate verbally and in writing with individuals and families in end-of-life situations.
- Must be able to use a computer and other office equipment to document patient information.
- Must be able to hear to process directions and requests from doctors, employees, patients, and other individuals.
- Must be able to drive to visit patients' homes for supervision and patient care.
- Must have a valid driver's license, furnish own reliable transportation and maintain insurance coverage.

*Work Scheduling:* Rotate on-call coverage, providing 24 hour, 7 days a week call schedules for patients/families for symptom management and/or emotional support.

FLSA Status: This position is classified as exempt under the Fair Labor Standards Act for full time employees.



## HOSPICE CENTER NURSE

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### *Summary of Responsibilities*

The Hospice Center Nurse works under the general direction of the Clinical Manager- Center, and the patients attending physician in the provision of skilled nursing assessment, planning and care in order to maximize the comfort and health of patients and their families. The hospice center nurse is responsible for identifying patient/family needs and for providing supportive care in accordance with the attending physician's orders, plan of care and CRH's policies and procedures, including pertinent documentation and timely completion of all paperwork required. The Hospice Nurse may function as a visiting Nurse or Case Manager.

*Reports to:* Clinical Manager - Centers. In that absence responsibility falls to the Director of Clinical Services.

### RESPONSIBILITIES & FUNCTIONS:

- Promote Compass Regional Hospice philosophy.
- Assume shared responsibility for patients who reside in the hospice center and their families to include the assessing, planning, implementing and evaluating phases of the nursing process.
- Promotes involvement of the patient/family in the plan of care with emphasis placed on pain and symptom management, emotional and spiritual support.
- Initiate communication with attending physicians, other hospice staff members and other agencies as needed to coordinate optimal care and use of resources for the patient/family.
- Maintain regular communication with the Clinical Manager, Centers to review caseload.
- Maintain regular communication with the attending physician concerning patient/family status.
- Maintain daily communication with the hospice nurse practitioner and/or medical director regarding the general inpatient (GIP) level of care patients in the center.
- Obtain data on physical, psychological; social and spiritual factors that may influence patient/family health status and incorporate data into the plan of care.
- Maintain up-to-date patient records so that problems, plans, actions and goals are accurately and clearly stated and changes are reflected as they occur.
- Seek input from other team members regarding the patient plan of care to obtain additional

knowledge and support.

- Accept responsibility for coordinating physical care of the patient by teaching primary caregivers, volunteers, and employed caregivers or by providing direct care as appropriate.
- Meet regularly with hospice clinical staff to review problems or unique issues from caseloads, share professional support, and exchange feedback aimed toward enhancing professional growth.
- Attend patient conference and facilitate discussion of issues from case load for full staff discussion, consultation and evaluation.
- Supervise and update the health aide plan of care every two weeks or more frequently as needed.
- Inform the Clinical Manager - Centers of unusual or potentially problematic patient/family issues.
- Responds to patients/families of other hospice nurses during on-call times, or as requested by the Clinical Manager - Centers to meet patient/family needs during the absence of other hospice nurses.
- Provide appropriate support at time of death and period of bereavement.
- Takes responsibility and accountability for own nursing practice, continuing education and professional development

## GENERAL CRH DUTIES

- Participate in CRH's orientation and in-service training programs for professional staff
- Participate in agency and community programs as requested to promote professional growth and understanding of hospice care.
- Demonstrate familiarity with policies of the agency and rules and regulations of State and Federal bodies which aid in determining policies.
- Maintains the confidentiality of employee, patient/client and agency information at all times.
- Accepts and performs other related duties and responsibilities as required

## MINIMUM QUALIFICATIONS

- Registered Nurse from an accredited college or university,
- Possession of a current license to practice as a registered professional nurse in the State of Maryland,
- 2-3 years of varied work experience as a professional nurse, hospice experience preferred,
- 1-2 years' experience working in an acute care setting. (A new registered nurse may be accepted for employment upon agreement to participate and completion of CRH's Preceptor Program, an intensive orientation program.),
- Skilled in nursing practice, able to cope with family emotional stress and tolerant of individual lifestyles,
- Dependent on work experience/training, hospice nurse may be designated to perform assessments for pediatrics, obstetrics, psychiatrics, etc.

## ADDITIONAL QUALIFICATIONS

- Complete hospice orientation
- Be in agreement with the hospice concept of care
- Be flexible and able to work on several projects simultaneously
- Be able to work harmoniously with many different types of individuals and groups
- Advances knowledge and skills; attends in-services and workshops as appropriate
- An ability to cope with the stress of continual loss.

## PHYSICAL QUALIFICATIONS

- Possesses physical ability to perform job-related duties which may require lifting, standing, bending, transferring, stooping, stretching, walking, pushing, partial or complete assistance with activities of daily living without assistance from another health care worker or significant other.
- Must be able to communicate verbally and in writing with individuals and families in end-of-life situations.
- Must be able to use a computer and other office equipment to document patient information.
- Must be able to hear to process directions and requests from doctors, employees, patients, and other individuals.
- Must be able to drive to visit patients' homes for supervision and patient care.
- Must have a valid driver's license, furnish own reliable transportation and maintain insurance coverage.

***Work Scheduling:*** Must be flexible to rotate shifts, providing 24 hour 7 days a week coverage for Compass Regional Hospice Centers.

FLSA Status: This position is classified as exempt under the Fair Labor Standards Act, for full time employees.





## SOCIAL WORKER

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### *Summary of Responsibilities*

The Medical Social Worker is responsible for the implementation of standards of care for medical social work services. He/she assures a variety of social work interventions to hospice patients, families and care givers is provided in conjunction with other members of the interdisciplinary team. He/she assures the psychosocial, financial and bereavement concerns are addressed in each patient/family care situation.

*Reports to:* Supervisor of Support Services. In that absence responsible party will be the Executive Director.

### RESPONSIBILITIES & FUNCTIONS:

#### *Patient Care*

- Provide psychosocial, assessment on patients entering the hospice program.
  - Address any financial concerns from the patient or family member(s)
  - Define patient/family issues and concerns based on total team assessment and the psychosocial care plan, and develop interventions when appropriate
  - Identify and coordinate community resources on behalf of patient/families.
  - Serve as liaison between patients/families/caregivers and community agencies.
  - Interpret hospice and insurance reimbursements policies to patient/families and other agencies as necessary
  - Participate in discharge planning as needed. Assist patient/family/caregiver with securing durable power of attorney and with funeral arrangements, as needed.
  - Participate in interdisciplinary team meetings to develop and review care plans.
  - Collaborate with other team members for patient/family benefit.
  - Provide appropriate documentation in clinical record for services rendered.
  - Assist physicians and other team members in understanding significant social and emotional factors related to health problems and death/dying issues.
  - Develop written material specific to area of expertise and responsibility for use by team to benefit hospice patients and the community at large.
- agencies as needed to coordinate optimal care and use of resources for the patient/family.



## GENERAL CRH DUTIES

- Participate in peer review and quality assurance procedures as appropriate.
- Participate in hospice training and in-service programs as requested.
- Participate in annual self-appraisal and development plan.
- Speak with community and professional groups on behalf of hospice.
- Maintains the confidentiality of employee, patient/client and agency information at all times
- Accepts and performs other related duties and responsibilities as required.

## QUALIFICATIONS:

- Master's degree and current license of eligibility at Licensed Graduate Social Worker (LGSW) level.
- 4-5 years education and/or clinical experience in a health care setting and/or in family dynamics.
- 2-3 years experience in a palliative care setting, preferred.
- 2-3 years experience in communicating orally and in writing about patient care standards and care with patients and family members.

## ADDITIONAL QUALIFICATIONS:

- Complete hospice orientation
- Be in agreement with the hospice concept of care
- Be flexible and able to work on several projects simultaneously
- Be able to work harmoniously with many different types of individuals and groups
- Advances knowledge and skills; attends in-services and workshops as appropriate
- An ability to cope with the stress of continual loss.

## PHYSICAL QUALIFICATIONS:

- Must be able to communicate verbally and in writing with individuals and families in end-of-life situations.
- Must be able to use a computer and other office equipment to document patient information.
- Must be able to hear to process directions and requests from doctors, employees, patients, and other individuals.
- Must be able to drive to visit patients' homes for social work visits and patient care.

*Work Scheduling:* Must be able to 12 hours shifts on Saturdays and Sundays

FLSA Status: This position is classified as non-exempt under the Fair Labor Standards Act.



## HOSPICE AIDE – HOSPICE CENTER (CERTIFIED NURSING ASSISTANT/MED TECH)

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### *Summary of Responsibilities*

Provides personal care services and medication to the terminally ill patient and performs related tasks in the hospice center and/or the patient/family home, in accordance with the plan of treatment as assigned by the case manager. Behaves in a manner that consistently conveys commitment to the job of providing around-the-clock, compassionate and professional care. Responsible for carrying out the duties assigned in order to increase the level of comfort, and to maintain personal hygiene and a safe, healthy environment for the patient and co-workers.

*Reports to:* Clinical Manager – Hospice Centers.

### RESPONSIBILITIES & FUNCTIONS:

#### *Direct Patient Care*

- Assists in feeding patients (if necessary) and provides nourishment between meals.
- Takes and records patient vital signs as directed by hospice nurse.
- Assists patients in and out of bed and assists with ambulation.
- Assists patients to bathroom or in using bedpan, urinal or bedside commode.
- Gives personal care including baths, back rubs, oral hygiene, shampoos and changes bed linen as often as necessary.
- Consistently utilizes resident identifiers prior to administration of medication.
- Documents residents' response to medication according to CRH policy and procedure.
- Recognizes and reports adverse drug reactions and reports per CRH policy and procedure.
- Continuously makes rounds to assure residents' comfort and safety.
- Answers call bells promptly to respond to patient/family questions or concerns.
- Collaborates as a team member in order to meet residents' plan of care.
- Reports changes in residents' condition and/or needs to case manager.
- Administers medications within scope of practice per certification.
- Consistently follows the "Five Rights" of medication administration.
- Changes simple dressings or ostomy bags as directed.
- Performs blood sugar finger sticks and documents results. Notifies Hospice Center Manager (or designee) of same.

- Does patient laundry, light meal preparation, and housekeeping duties as needed.
- Responsible for daily cleaning of resident rooms. Rooms to be cleaned at time of discharge per CRH policy.

## SAFETY & CRH PROTOCOLS

- Recognizes unique responses to medication based upon age of patient.
- Meets safety needs of residents and uses equipment safely and properly.
- Accurately sign out narcotics, wastages and documents on MAR as appropriate.
- Disposes of sharps in accordance with safety procedures.
- Complies with current CDC hand hygiene guidelines.
- Follows CRH policies and procedures regarding standard precautions/infection control.
- Demonstrates a thorough knowledge of safety policies and procedures, including proper body mechanics.
- Communicates in a professional manner and demonstrates respect for residents, their families, volunteers and co-workers.
- Adheres to the organization's documentation and care procedures and standards of personal and professional conduct.

## GENERAL CRH RESPONSIBILITIES

- Participates as a member of the hospice interdisciplinary team.
- Obtains a minimum of 12 in-service training hours per year.
- Maintains the confidentiality of employee, patient/client and agency information at all times.
- Responds to oral and/or written requests for job performance improvement in a manner that conveys a desire to improve performance.
- Accepts and performs other related duties and responsibilities as required.

## MINIMUM QUALIFICATIONS

- Possess a high school degree or general equivalency degree
- Possession of certification to practice as a Certified Nursing Assistant or Geriatric Nursing Assistant in the State of Maryland.
- Ability to read and follow written instructions and document care given
- Demonstrated ability to make meaningful patient observations and write brief, accurate reports for patient files.
- Self-directing with the ability to work with limited supervision
- Must have reliable means of transportation
- Maintain good personal hygiene
- Must be at least eighteen years of age

## ADDITIONAL QUALIFICATIONS

- Complete hospice orientation
- Be in agreement with the hospice concept of care
- Be flexible and able to work on several projects simultaneously
- Be able to work harmoniously with many different types of individuals and groups
- Advances knowledge and skills; attends in-services and workshops as appropriate
- An ability to cope with the stress of continual loss.

## PHYSICAL QUALIFICATIONS

- Must be able to lift 30-35 pounds.
- Must be able to perform job-related duties which require lifting, standing, bending, transferring, stooping, stretching, walking, pushing, partial or complete assistance with activities of daily living without assistance from another health care worker or significant other.
- Must be able to communicate verbally and in writing with individuals and families in end-of-life situations.
- Must be able to use a computer and other office equipment to document patient information.
- Must be able to hear to process directions and requests from doctors, nursing supervisors, patients, and other individuals.

*Work Scheduling:* Must be able to work 12-hour flexible shifts set by supervisor

FLSA Status: This position is classified as non-exempt under the Fair Labor Standards Act.