

## **OPTIMAL CARE, INC.**

### **V.17.1 Regional Territory Manager**

Revised 11/7/18

#### **Responsible to**

Chief Operational Officer

#### **Description**

Supports the Strategic Development initiatives by providing education and information concerning Optimal Care Inc. services and home care in general to the community, physicians and other health care professionals.

#### **JOB DUTIES/KNOWLEDGE**

1. Identification and monitoring of primary and secondary service areas.
2. Responsible for development and effectiveness of a strategic plan that addresses OCI service/product lines.
3. Networking with physicians to develop specialized programs and opportunities for growth in the organization.
4. Develops process to track data, analyze data and make necessary changes for growth in the organization.
5. Maintains an awareness of current trends in home care by participating in educational programs and seminars.
6. Participates with staff to develop and produce necessary educational materials for distribution to interested parties.
7. Meets with community groups, various health care professionals and other interested parties to provide information programs on the services available to homebound patients/clients in the primary/secondary service areas.
8. Provides feedback to staff in response to service reports received from the community or individual patients/clients, physicians or discharge planners.
9. Responds to issues involving concerns over service by meeting with management staff and assisting in problem resolution;
10. Other tasks as designated by Administrator or Chief Clinical Officer.

#### **JOB PERFORMANCE**

##### **Demonstrates initiative and skills in planning and organizing work**

1. Demonstrates a desire to set and meet objectives and to find increasingly efficient ways to perform tasks.
2. Completes work, care and documentation with accuracy and within agency time frames.
3. Requires minimal supervision and is self-directed.

#### **MISSION/AGENCY STANDARDS**

##### **Demonstrates organizational awareness and commitment**

1. Understands and appropriately applies chain of command in relation to job position and supervision.
2. Knows and understands agency mission in relation to own job position.

**Observes confidentiality policy at all times**

1. Protects and honors customer and coworker confidentiality.
2. Respects customers' and coworkers' right to privacy.

**Observes attendance and attire policies**

1. Meets attendance and punctuality expectations.
2. Demonstrates cooperation with scheduling requests to meet agency needs.
3. Consistently adheres to agency dress code.

**Complies with all other related policies, procedures and requests**

1. Recommends and/or supports changes to policies and procedures.
2. Demonstrates knowledge of policies and procedures applicable to own job position.
3. Adheres to policies and procedures. Honors requests of management for interim rules.

**Conserves agency resources**

1. Maintains agency property, supplies and equipment in a manner that demonstrates ownership and accountability.
2. Maintains the work area to reduce the likelihood of safety hazards and to enforce its general appearance.

**COMMUNICATION SKILLS****Demonstrates interpersonal understanding and utilizes effective communication skills.**

1. Considers effects of words and actions on others.
2. Utilizes listening skills that indicate understanding and promotes accurate interpretation of others' concerns, motivations and feelings
3. Recognizes the influence of beliefs and cultures on behaviors and accepts strengths and limitations in others.
4. Works toward resolution of interpersonal conflicts as they arise.
5. Recognizes when others are in need of information, assistance or direction and consistently offers and provides help.
6. Attends and participates positively in meetings
7. Regularly reads and appropriately applies information to practice.
8. Uses words that express respect, patience and understanding in interactions with others.
9. Acknowledges others verbally and nonverbally (eye contact, expression, tone of voice) promptly and courteously.
10. Follows appropriate phone etiquette.

**Exhibits behaviors of cooperation**

1. Develops cooperation and collaborative work efforts that generally benefit all involved parties.
2. Demonstrates the initiative to meet the needs of the agency by assisting administration as needed.

## **PERSONAL/PROFESSIONAL DEVELOPMENT**

1. Maintains current personnel file information and provides information to agency in timely manner.
2. Sets own development challenges and volunteers to learn.
3. Adheres to agency infection control and safety policies, including education, reporting, and practice implementation specific to job position.
4. Attends agency provided in-service programs as needed, in correlation with agency policies.

## **Exhibits adaptability, flexibility, self-control and maturity in work and behavior**

1. Maintains stable performance and emotions when faced with oppositions, pressure and/or stressful conditions.
2. Develops work relationships that honor and respect others' strengths and abilities.

## **PROBLEM SOLVINGS**

### **Exhibits critical thinking and applies them for continuous improvement of services and the agency**

1. Uses own knowledge and experience base and other resources as necessary to make logical decisions and solve problems.
2. Continuously analyzes work processes and makes suggestions for improvement.

## **QUALIFICATIONS**

1. At least two years experience in health care strategic development.
2. Bachelors Degree Preferred.
3. Excellent speaking and communication skills.

## **DEGREE OF TRAVEL**

Daily local travel. Minimal (if any) long distance travel related to industry meetings and educational opportunities, as approved by Administrator

## **DEGREE OF DISRUPTION TO ROUTINE, OVERTIME**

Salaried position.

## **SAFETY HAZARDS IN JOB**

Eye strain and repetitive motion strain from computer use. Auto accident

**JOB TITLE: Community and Physician Liaison**

<b>PHYSICAL DEMANDS</b>	<b>NEVER</b>	<b>OCCASIONALLY</b>	<b>FREQUENTLY</b>	<b>CONTINUALLY</b>
Sit				X
Stand		X		
Walk		X		
Bend/Stoop		X		
Squat		X		
Crawl		X		
Climb		X		
Reach Above Shoulder Level		X		
Kneel		X		
Balance		X		
Lift, Carry, Push, Pull				
Maximum 10 Lbs.		X		
Maximum 20 Lbs.		X		
Maximum 50 Lbs.		X		
Maximum Over 50 Lbs.	X			
Must Be Able To				
See				X
Hear				X
Speak				X
Use One Hand				X
Use Both Hands				X

<b>Environmental Conditions</b>	<b>NEVER</b>	<b>OCCASIONALLY</b>	<b>FREQUENTLY</b>	<b>CONTINUALLY</b>
Involves Being				
Inside			X	
Outside		X		
Exposed to Temperatures of				
32 degrees F and less	X			
100 degrees F and more	X			
Wet & Humid Conditions	X			
Noise, Vibration		X		
Fumes, Dust	X			

<b>Hazards, Exposure</b>	<b>NEVER</b>	<b>OCCASIONALLY</b>	<b>FREQUENTLY</b>	<b>CONTINUALLY</b>
Infectious Wastes	X			
Toxic Chemicals	X			
Needles/Body Fluids	X			
Radiation	X			
Chemotherapeutics	X			

Occasionally = 1% to 33% of the time  
 Continually = 67% to 100% of the time

frequently = 34% to 66% of the time