



Job Description: Manager of Ancillary Services

Position Summary

Responsible for the leadership, direction and program development for ancillary services including bereavement services and community education and support services related to end-of-life; volunteer services; social work and chaplain services. Familiar with a variety of the field's concepts, practices and procedures. Provides oversight to enhance the delivery of care; ensure quality, consistency and organizational effectiveness; and to meet the changing needs of patients, families, referral sources, communities and HRRV.

Qualifications

- BS in leadership, human services or healthcare related field, MSW strongly preferred
- Minimum of five years of supervisory experience
- Professional experience with coordination of volunteers, healthcare or human services environment preferred
- Experience with program development, delivery and evaluation preferred
- Experience in quality assessment & performance improvement program oversight
- Strong planning and organizational skills
- Outstanding verbal, written, multi-tasking and presentation skills
- Ability to develop and proof training materials
- Previous hospice experience preferred
- Excellent interpersonal skills, strong written and verbal communication skills including public speaking experience

Certifications, Licenses, Registrations Required

- Current licensure in North Dakota and Minnesota (if applicable)
- Current driver's license and auto insurance required along with flexibility to travel HRRV service area

Physical Requirements/Working Conditions

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is regularly required to use hands to handle or feel; reach with hands and arms; and talk or hear. The employee frequently is required to stand and walk; occasionally required to stoop, kneel, or crouch. The employee is frequently required to sit for extended periods of time. The employee must regularly lift and/or move up to ten pounds, occasionally lift and/or move up to twenty pounds. Specific vision abilities required by this job include close vision, distance vision, color vision and adjust focus. The work environment is primarily an office setting. The employee is occasionally asked to drive to regional office locations.