

# Hospice of Southern Maine

## Position Description

**Title:** Finance & Community Operations Director

**Reports to:** Chief Executive Officer

**Primary Location:** Main Office

**FSLA Class:** Exempt

**Supervises:** Billing Supervisor, Access Manager,  
Community Liaisons,

**Effective Date:** 08/2023

### **Position Summary:**

The Finance & Community Operations Director is responsible to manage and oversee the financial activities of the organization. Administratively responsible for safeguarding the organizations assets and for ensuring that the financial management provides the resources necessary to meet established goals and objectives. The Finance & Community Operations Director plans and directs all fiscal activities including the development, interpretation, and administration of the organization's policies on finance, accounting, billing, insurance, internal controls, and auditing system. Responsible for coordinating with the CEO to establish financial goals, objectives, and budget.

### **Qualifications:**

Education: Bachelor's degree in finance, accounting, business, or related field required.

Experience: Minimum of 10 years of finance/accounting experience preferred. Senior level management experience in healthcare preferred. Working knowledge of hospice policies, regulations, and billing/reimbursement systems preferred. Must possess strong business acumen, ability to think and make decisions strategically, build relationships with ease, and model excellent leadership. Experience in budget preparation, accounting principles and procedures; project management; and personnel management required. Excellent interpersonal skills with proven ability to build relationships both internally and externally. Must demonstrate outstanding skills in verbal and written communication. Ability to make effective presentations to the Finance Committee and Board of Directors. Ability to comprehend and apply advanced financial and budgetary concepts. Proficiency with Microsoft Office required.

License/Certification: CPA certification preferred. Licensed driver, with an automobile that is insured in accordance with state and/or agency requirements and is in good working order.

### **Essential Duties & Responsibilities:**

1. Provides leadership and supervision to the finance, outreach, and access teams.
2. Develops and implements an integrated and comprehensive outreach, referral and communication plan with metrics and timelines.
3. Collaborates with the Development Department for creating marketing collateral, outreach communication material, advertising, and press releases.
4. Collaborates with the Clinical department to develop strategic opportunities to drive growth potential and develop modeling for future growth opportunities.
5. Participates in key decisions pertaining to strategic initiatives. Develops tools and systems to provide critical financial information to the CEO and make actionable recommendations on strategy.
6. Prepares accurate and timely financial statements. Completes analysis of financial results and related statistical reports to explain content, variance, trends and disseminates to Leadership, Finance Committee and Board of Directors. Works with Leadership to interpret and improve financial results in their areas.
7. Coordinates and prepares the monthly close, maintains depreciation schedule, monitors cash balances, performs monthly bank reconciliations and monitors and documents use of restricted funds.
8. Approves financial assistance applications.
9. Directs, coordinates, and presents the annual operating and capital budget.

10. Assess organizational performance against the annual budget, industry benchmarks and trends and the agency's long-term strategy and makes and carries out actionable recommendations on variances.
11. Reconciles EMR (revenue, payments) with Billing Supervisor.
12. Coordinates the annual independent financial audit. Prepares year-end schedules, submits the annual tax return, files the Medicare cost and cap reports, and other required regulatory submissions.
13. Reviews and approves the cap report with the Billing Supervisor.
14. Oversees accounts payable.
15. Participates in the completion of the agency's Annual Report.
16. Ensures compliance with tax filing requirements and any other statements and reports required by federal, state or accreditation regulations.
17. Plans, coordinates, and implements oversight and activity of the organization's investment portfolio in conjunction with external investment manager and finance/investment committee.
18. Develops and presents Financial Policy recommendations to the CEO.
19. Directs, oversees, and monitors insurance payor agreements and contracts. Researches the marketplace, understands payor relationships, and looks for opportunities for new payor arrangements that may emerge in the marketplace.
20. Responsible for billing and financial management compliance and signs payor claims for submission.
21. Approves accounts receivable write-offs, within policy parameters.
22. Establishes, maintains, and assesses community banking relationships.
23. Serves as the liaison with the Finance Committee of the Board.
24. Assumes responsibility for fiscal matters in the absence of the CEO.
25. Coordinates corporate contracting activities with Senior Leadership Team and with support by Executive Assistant and Facilities Manager. Directs, oversees, and monitors various vendor contracts and agreements. Researches the marketplace, understands the competition, and works with other team members to find the best and most cost-effective solutions.
26. Participates in discussion and activities related to insurance coverage for protection against property losses and potential liabilities with Executive Assistant and Facilities Manager.
27. Seeks cost savings with vendor agreements and seeks ways to improve purchasing power.
28. Performs other duties as assigned.

**Other Job Functions:**

The following is a list of responsibilities of this position but is not intended to cover other related duties that this position may be required to perform from time to time.

1. Adhere to all HSM, state and federal policies and procedures, laws and regulations that are relevant to job responsibilities.
2. Reports incidents according to agency policy.
3. Follows disciplinary procedures when employees deviate from policies and procedures.
4. Maintains confidentiality of business and health information in accordance with HIPAA and state regulations, and HSM policies.
5. Participates in quality improvement, strategic planning, staff recruitment and retention, marketing, development, and corporate compliance activities, as applicable.
6. Participates in professional and self-development by attending continuing education programs/in-services.
7. Illustrates being a team player by being available to perform other special tasks as assigned to assist with the mission of HSM.
8. Supports good relations with all internal and external customers by interacting in a kind, respectful, and professional manner; carries out duties and responsibilities of position in a manner that exemplifies excellent customer service.
9. Acts in a manner consistent with the Code of Conduct outlined in the Agency's Corporate Compliance Program.

**Required Skills, Abilities & Knowledge:**

1. Demonstrated ability in fiscal and business management, preferably in a health care setting
2. Experience in budget preparation, accounting principles and procedures, and systems development and administration.
3. Demonstrated leadership skills to facilitate appropriate direction and supervision to staff.

4. Effective time management and organizational skills to manage multiple tasks.
5. Knowledge of hospice services and regulations, and health care reimbursement systems.
6. Excellent interpersonal oral and written communication skills; ability to communicate with a variety of people; active listening skills.
7. Experience in personnel management.
8. Demonstrated understanding of, and ability to use, various computer software applications.
9. Ability to maintain absolute confidentiality.

**Physical Requirements:**

The physical requirements described are representative of those that must be met to successfully perform the essential responsibilities of this position. Reasonable accommodations may be made.

	Occasional (25%)	Frequent (50%)	Continuous (75%)
Lift or transfer			
Up to 10 lbs.			X
11-20 lbs.		X	
21-35 lbs.		X	
Carry		X	
Push or pull		X	
Climb	X		
Reach		X	
Stoop or bend		X	
Crouch		X	
Kneel		X	
Handle or feel		X	
Talk			X
Hear			X
See			X
Sit, walk, stand			X
Distinguish smell/temperature		X	
Exposure to blood borne pathogens and infectious disease	X		
Exposure to hazardous materials	X		
Repetitive Motion			X

**\*\* The CEO may assign or reassign duties and responsibilities to this position at any time \*\***

**This job description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required of the employee or for this job. Duties, responsibilities and activities may change at any time with or without notice.**

**Employee's Signature** \_\_\_\_\_ **Date** \_\_\_\_\_