

## **JOB POSTING**

### **Shrivers Hospice is Hiring a Full-Time Receptionist**

The Receptionist answers incoming calls, and handles or forwards to appropriate personnel and serves as a resource for management, employees and patients. Ensures that the day to day operations flow smoothly.

We offer an excellent team-driven working environment with supportive and open Ownership and Management - every team member's voice matters here! We are dedicated to employee engagement and success and we offer highly competitive wages and benefits.

**Our mission is to provide the highest quality hospice experience, unique to the journey of each individual and family.**

**Our vision is to be the clear choice for hospice care in the communities we serve.**

We care for patients with life-limiting diagnoses in their home, in a facility, or hospital. Our team is made up of compassionate experts in hospice and palliative care. One of our primary goals is to exceed our patients' and families' expectations for their emotional, spiritual, medical, and social needs, according to their own wishes and priorities.

#### **Requirements for the Candidate:**

**Educational/Degree:** Associates degree from an accredited university, preferred. Degree in healthcare strongly preferred. High School Diploma required.

**Knowledge/Skills/Ability:** Demonstrated ability in or application of organizational/communication skills. Ability to deal effectively with high levels of stress. Excellent skills in both written and oral communication. Organizational skills. Proficiency with computers and related technology.

**Experience:** One (1) year of administrative experience in a Hospice, Skilled Nursing Facility or other Healthcare program.

#### **The team member must:**

Be self-directed, self-starting and able to identify and complete responsibilities independently.

Possess strong organizational skills, approachability, polished interpersonal skills and self-motivation. Understand hospice philosophy and issues of death/dying.

Be able to prioritize and handle multiple responsibilities.

Be efficient with technology including laptop, iPad, smart phone, Google Suite (Drive, Docs, Sheets, Calendar, etc.), electronic medical records system (Brightree experience preferred but not required), and typing

Assume responsibility for his/her own personal and professional development and maintaining administrative skills.

#### **Responsibilities will include the following:**

1. Answers incoming calls, and handles or forwards to appropriate personnel.
2. Serves as a resource person to management, employees and patients.
3. Provide administrative support to Clinical Management with duties assigned.
4. Prepares and records meeting notes for daily morning and afternoon calls/meetings, reports on census.
5. Updates census/referral/general information board daily.

6. Follows up with DME order and tracking sheet as needed. Communicates with DME to alert them to new hospice patients and provides them with patient face sheet to ensure DME has the appropriate information.
7. Assists in creating admission packets, admission kits and supplies for new patients.
8. Creates and organizes new hire kits for clinical employees.
9. Orders, stocks and organizes medical and office supplies as needed.
10. Assists special programs coordinator with bereavement mailings as needed.
11. Assists with satisfaction survey mailings as needed.
12. Coordinates mailings/deliveries and pickups for fedex, UPS and USPS.
13. Assists administration with dissemination of materials and forms.
14. Coordinates deliveries for gifts for patient birthday's or sympathy/bereavement gifts.
15. Displays a willingness to support policies and procedures and uses appropriate channels for changes of such policies.
16. Observes confidentiality and safeguards all patient related information.
17. Accepts responsibility for regular attendance and punctuality.
18. Makes copies and sends/tracks faxes as needed.
19. Monitors efax and ensures that faxed documents are distributed to the appropriate employees.
20. Ability to utilize iPad, laptop, PC, and Brightree electronic medical records system, among other technological components of job.
21. Other tasks as assigned by Administrative team members.
22. Willing to work as part of the team.

**About Shrivvers Hospice:**

Shrivvers Hospice is a locally owned and managed company striving to meet our goals through providing excellent patient care. We are Medicare and Medicaid-certified and take pride in our accreditation by the Joint Commission. We are part of the Coler Healthcare family of companies - a sister company of Shrivvers Pharmacies, Shrivvers Home Medical and Oxygen, and Coler Long Term Care Pharmacy. This creates a network of resources for Shrivvers Hospice that is second to none. For further information about our family of companies, visit [www.shrivverspharmacy.com](http://www.shrivverspharmacy.com) and [www.shrivvershospice.com](http://www.shrivvershospice.com)

Shrivvers is well-known for excellent customer service in the communities we serve, and we value doing what is best for our customers throughout their entire lives. Therefore, we are dedicated to growth of our Hospice division.

If you are energetic, highly motivated, and ready for a challenging, fast-paced, yet rewarding career - apply with us today!

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ShrivversPharmacy.com/Career-Opportunities  
ShrivversHospice.com