

Shrivers Hospice is seeking a Referral Advocate

The Referral Advocate is responsible for sales and marketing in his/her assigned counties.

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. Flexible hours/schedule and/or part time position may be considered for the excellent candidate.

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.

Current service area: Morgan, Muskingum, Perry, Noble, Washington, and parts of Athens Counties - Growth into other surrounding counties is expected, therefore career growth is attainable for the successful team member.

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 main 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:

- Successful experience in healthcare sales
- Existing positive professional relationships within 1 or more of the counties in our service area (professional relationships with area physicians, assisted living facilities, skilled nursing facilities and other organizations/community leaders strongly preferred)
- Passion for and knowledge of hospice care
- Thrive in a self-directed and independent work environment

Strongly Preferred Candidates Will Have:

- Experience in Hospice or Nursing Facility Sales/Marketing
- Licensed as a Registered Nurse (RN) or Licensed Practical Nurse (LPN) in the state of Ohio
- Knowledge of the Hospice Benefit and how Hospice is paid for
- Knowledge of community resources
- Knowledge of and comfort with a variety of healthcare settings including doctors offices, hospitals, and facilities (assisted living, skilled nursing)

The Team Member Must:

- Work efficiently and effectively while traveling the majority of the time (your "mobile office")
- Form and maintain relationships with referral sources in all assigned settings
- Utilize his/her resources to advance Company's mission and vision efficiently and rapidly
- Be self-directed, self-starting and able to identify and complete assignments independently
- Possess strong organizational skills, approachability, polished interpersonal skills and self-motivation
- Easily adapt to different environments, types of people, and an ever-changing schedule that is rarely "routine"
- Understand hospice philosophy, issues of death/dying, and advanced care planning

- Be able to prioritize and handle multiple responsibilities, including the ability to prioritize referral sources when planning a schedule for sales calls.
- Be efficient with technology including laptop, iPad, smart phone, Google Suite (Drive, Docs, Sheets, Calendar, etc.), electronic medical records system (Brightree electronic medical records experience preferred but not required), and typing
- Assume responsibility for his/her own personal and professional development and maintaining the skills needed to be successful in this role

Responsibilities will include the following and more as assigned by Administrator:

- Daily sales calls, including visits to referral sources
- Planning and carrying out a marketing plan (this includes a weekly schedule for the individual and assisting with continuing to develop the larger marketing plan for the company)
- Utilizing data to drive planning
- Responding to patient/family inquiries, including meeting with prospective patients and/or their representatives
- Developing and maintaining a knowledge base of the evolving services of our industry
- Providing community education and information about the unique services we offer
- Working with other team members and disciplines to develop community events, education, etc.
- Assisting referral sources in identifying patients who could benefit from hospice care
- Troubleshooting, appropriately communicating and resolving service issues as they arise
- Maintaining and submitting tracking of contacts made daily
- Ability to meet and maintain assigned contact and admission quotas
- Acting as a member of the interdisciplinary team, offering suggestions based on customer feedback to continuously improve care and service
- Participating in daily team communication to ensure team members have all pertinent information for effective operations and excellent customer service
- Utilizing knowledge of the current market and needs of patients, families and the community to develop creative programs to assist with higher levels of patient care, community outreach, and growth for the agency
- Attending and/or leading marketing meetings, staff meetings, interdisciplinary team meetings, and other meetings as assigned
- Preparing and submitting reports as assigned

About Shrivers Hospice:

Shrivers 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 Shrivers Pharmacies, Shrivers Home Medical and Oxygen, and Coler Long Term Care Pharmacy.

This creates a network of resources for Shrivers Hospice that is second to none. For further information about our family of companies, visit www.shriverspharmacy.com and www.shrivershospice.com

Shrivers 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 the 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!

Application/resume can be submitted on Indeed.com, on the Careers section of our website (below), in person at 601 Underwood St., Zanesville, OH, by fax at 740-487-1253 or by email at
info@shrivershospice.com

If you have further questions, do not hesitate to contact Human Resources or the Administrator at 740-487-1241.

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