Clinical Liaison
Job Description

Department: Marketing
Reports To: Director of Independent Living
FLSA Status: Exempt

Summary
Responsible for generating and managing leads in primary referral hospitals and ensuring a smooth discharge process for patients transitioning from a hospital setting to our center. Additionally, the Clinical Liaison will develop strong relationships with area physicians, hospital personnel and the community, and identify new opportunities for partnering and growth.

Essential Duties and Responsibilities include the following. Other duties may be assigned.

Admissions Process:
- Completes daily rounds in designated hospitals, following up on referrals, obtaining new referrals and assessing patients
- Obtains accurate information from physicians, patient, and / or referral source regarding patients’ care needs, and expected discharge plan and communicate to the Admissions Director.
- Communicates information to Admissions Coordinator and/or Nursing Department and coordinates patient’s smooth transition into our program.
- Obtains initial precertification and Level of Care from Insurance Case Managers and provides to Admissions Coordinator and Business Office.
- Coordinates specialty supplies and equipment necessary to provide service to residents and families and communicates these needs to appropriate departments.
- Coordinate, oversee, and participate in customer service programs including the current Heart & Soul Program.
- Must consistently display and model the EdenHill Spirit hospitality behavior models.

External Sales:
- Develops referrals from hospitals’ Social Services / Case Management / Discharge Planning Departments; physicians and other referrals sources.
- Makes sales / marketing calls to referral sources to gather information and learn their needs
- Incorporates a sales presentation to communicate benefits of our services / programs that meet the needs of referral sources.
- Demonstrates growth in hospital referrals as reflected in an increase in occupancy and Medicare / Insurance census.
- Keeps Director of Independent Living informed of market trends and referral source feedback.

Travel:
- Travel 50-70%

Supervisory Responsibilities
This job has no supervisory responsibilities.

Competencies
To perform the job successfully, an individual should demonstrate the following competencies:

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<th>Problem Solving</th>
<th>Professionalism</th>
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<td>Customer Service</td>
<td>Safety and Security</td>
<td>Motivation</td>
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<td>Oral Communication</td>
<td>Attendance/Punctuality</td>
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Qualifications
To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.
Education and/or Experience
RN, LVN or Clinical Degree required; or one to two years related experience and/or training; or equivalent combination of education and experience. One year sales/marketing experience preferred.

Language Skills
Ability to read, analyze, and interpret general business periodicals, professional journals, technical procedures, or governmental regulations. Ability to write reports, business correspondence, and procedure manuals. Ability to effectively present information and respond to questions from groups of managers, clients, customers, and the general public.

Mathematical Skills
Ability to calculate figures and amounts such as discounts, interest, commissions, proportions, percentages, area, circumference, and volume. Ability to apply concepts of basic algebra and geometry.

Reasoning Ability
Ability to solve practical problems and deal with a variety of concrete variables in situations where only limited standardization exists. Ability to interpret a variety of instructions furnished in written, oral, diagram, or schedule form.

Computer Skills
To perform this job successfully, an individual should have knowledge of Database software; Internet software; Spreadsheet software and Word Processing software.

Certificates, Licenses, Registrations
RN, LVN, or Clinical Degree

Other Skills and Abilities
Familiarity with Long Term Care, strong verbal and written communication skills required, and computer skills a must.

Other Qualifications
Occasionally required to work after hours to evaluate patients, talk with families, and coordinate admissions.

Physical Demands
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 occasionally required to stand; walk; sit and talk or hear. The employee must occasionally lift and/or move up to 25 pounds. Specific vision abilities required by this job include close vision and depth perception.

Work Environment
The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

The noise level in the work environment is usually quiet.

Acknowledgment:
I have read this job description and fully understand the requirements set forth herein. I hereby accept the position of Clinical Liaison and will perform all said duties to the best of my ability and understand that as a result of my employment, I may be exposed to the AIDS and Hepatitis B viruses. I understand that I may be held criminally liable for failure to report suspected abuse, neglect or exploitation.

I further understand that my employment is at-will, and thereby understand that my employment may be terminated at-will by the facility or myself with or without notice.

Printed Employee Name: ___________________________ Date: ___________________
Employee Signature: ___________________________