

**SSM Health & Home****Market:** St. Louis Metro Region**Position:** Administrator**Req# 18009858****Full Time****SSM Health:**

SSM Health is a Catholic, not-for-profit health system serving the comprehensive health needs of communities across the Midwest through one of the largest integrated delivery systems in the nation.

With care delivery sites in Illinois, Missouri, Oklahoma, and Wisconsin, SSM Health includes 20 hospitals, 63 outpatient care sites, a pharmacy benefit company, an insurance company, two nursing homes, comprehensive home care and hospice services, a technology company and two Accountable Care Organizations. With more than 9,500 employees on our medical staff and more than 35,000 employees in four states, SSM Health is one of the largest employers in every community it serves. An early adopter of the electronic health record (EHR), SSM Health is a national leader for the depth of its EHR integration.

**Role Purpose:**

*Responsible for a home health operation within an integrated delivery network within a large health care system. The combined volume exceeds 40,000 visits annually and exceeds \$8,000,000 in annual revenue. The branch administrator is responsible for insuring that the operation(s) meet state, federal, ACHC and entity requirements and regulations. Supervises and coordinates related product lines and services within the geographic service area of the branch(s). Responsible for the strategic direction of the home health entity and for implementing tactics and action plans to meet financial requirements. This position oversees four supervisors who manage day to day workflow for clinical and non-clinical teams while providing an exceptional patient experience.*

**Primary Duties:**

1. Understands and exemplifies the philosophy and values of the Franciscan Sisters of Mary and the SSM Health Care System.
2. Provides a personal example of living the principles of continuous quality improvement whereby decision-making is driven by data, and customer-supplier relationships are facilitated both within and outside the System.
3. Financial Viability. Manages the home health branch in a manner which ensures the branch operation's future financial viability and stability. Plans and implements tactics that will achieve branch growth, improve efficiency and maintain profitability.

4. Budgeting. Completes annual budget for the branch based on strategic and marketing plan. Collects information throughout the year about competitive organization's strategies and is able to define appropriate strategy for the operation.
5. Reporting. Provides up-line manager with reports as requested. Provides monthly and quarterly variance reports and re-forecasted plans for the operation as requested. Tracks key financial and production indicators.
6. Customer Service. Promotes and maintains an atmosphere of customer service throughout all levels of the home care operation. Provides opportunities for staff to receive continuing education about customer service and interacting with difficult people. Responsible for implementing customer/patient satisfaction system with feedback and action components.
7. Sales and Marketing. Comprehends and implements an organization-wide sales and marketing mentality. Supports the efforts and role of sales and marketing staff regardless of where/who they report to.
8. Recruitment/Retention. Oversees the recruitment/retention process for the home care branch. Insures that the process is high touch/high quality and gives job candidates and employees a favorable impression of the organization. Maintains a low branch HR turnover rate by creating an atmosphere where employees enjoy working and perceive a fair and equitable management style with open communication.
9. Staff Development. Provides opportunities to the staff for job promotions, ongoing education and training. Achieves this through maintaining an appropriate organizational structure which allows opportunities for growth. Responsible for team development and problem solving skills improvement.
10. Corporate Compliance. Responsible for the operations ongoing compliance with local, state, federal, licensure and ACHC guidelines and regulations. Must comply with the corporate compliance program and immediately report any operational divergence from standards. Ensures that a clinical manager or designee is available during all business hours. Ensures that the HHA employs qualified personnel including providing education and competencies. Pre-designating a line of succession for when the administrator is not available, communicating in writing to the rest of the branch and posting in the office. Acts as branch administrator for both the St. Louis and West St. Louis Home Health branches regarding all state and accreditation matters.
11. Communication. Understands the importance of communication with all levels of the organization, community and customers. Create and implement a communication plan which meets the needs of staff, administration, customers and the community within the entity's service area.
12. Program Development. Creates and implements programs which meet the needs of the individual community the home care entity serves.
13. Quality Improvement. Oversees quality improvement activities of the branch and implements improvements using CQI principles. Ensures quality outcomes including clinical outcomes,

patient satisfaction and physician satisfaction. As branch administrator for the West St. Louis Home Health branch, monitor clinical outcomes and quality improvements for West branch.

***Salary and Benefits: Competitive in Market***

**Apply on line: [www.ssmhealthcareers.com](http://www.ssmhealthcareers.com)**

**Req# 18009858**

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Fulfill your calling  
with SSM Health.

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