

Job Description Framework: Home-Based Medical Care - Practice Manager

Purpose

A foundational resource designed to help home-based care organizations define the scope, responsibilities, and qualifications for a leadership role supporting mobile clinical teams. As a template, it offers a structured outline that can be adapted to reflect the specific needs of different practices, care models (e.g., primary care, palliative, hospice), geographic coverage, and organizational structures. Recruiters and hiring managers should revise elements such as reporting relationships, operational priorities, and required competencies to align with their unique workflows, staffing models, and strategic goals. This template ensures consistency in role definition while allowing for customization to attract candidates who are best suited to lead and support high-quality, community-based care delivery.

Job Title: Home-Based Medical Care – Practice Manager

Position Type: Full-Time

Location: Hybrid (Office & Community-Based Support)

Reports To: Executive Director or Medical Director

Position Summary

The Practice Manager plays a pivotal role in overseeing the daily operations of a home-based medical care practice, ensuring the delivery of high-quality, patient-centered services across primary care, palliative, and hospice programs. This position requires strong leadership, operational insight, and the ability to support a mobile, interdisciplinary care team working in patients' homes.

Key Responsibilities

- Oversee scheduling, logistics, and coordination of home visits across clinical teams.
- Supervise administrative and support staff, including onboarding and performance management.
- Collaborate with clinical leadership to align staffing with patient needs and service goals.
- Monitor operational workflows and implement process improvements to enhance efficiency.
- Ensure compliance with regulatory, billing, and documentation standards.
- Support recruitment and retention efforts, including job postings, interviews, and onboarding.
- Manage vendor relationships, supplies, and mobile technology needs for field-based care.
- Facilitate communication across departments and serve as a liaison between field staff and leadership.
- Track key performance indicators (KPIs) and prepare reports for leadership review.

Required Qualifications

- Bachelor's degree in healthcare administration, business, or related field (Master's preferred).
- Minimum 3 years of experience in healthcare operations or practice management.
- Experience supporting mobile or home-based care teams strongly preferred.
- Proficiency with EHR systems, scheduling platforms, and mobile communication tools.
- Valid driver's license and ability to travel locally as needed.

Preferred Competencies


- **Operational Leadership:** Ability to manage complex logistics and support decentralized teams.
- **Emotional Intelligence:** Skilled in supporting staff working in emotionally demanding environments.
- **Adaptability:** Comfortable navigating evolving care models and community-based service delivery.
- **Cultural Competence:** Commitment to equitable care and inclusive team practices.
- **Communication Skills:** Clear, proactive, and collaborative communication across all levels.

Working Conditions

- Hybrid work environment with regular in-person meetings and field support.
- Occasional travel to patient homes or community sites to support staff or operations.
- Flexibility required to respond to urgent operational needs or staffing changes.


Equal Employment Opportunity Statement

We are an Equal Opportunity Employer committed to fostering a diverse and inclusive workplace. All qualified applicants will receive consideration for employment without regard to race, color, religion, sex (including sexual orientation or gender identity), national origin, age, disability, or veteran status.

The logo features a stylized white outline of a person's head and shoulders, composed of geometric shapes. This central figure is surrounded by a circular arrangement of smaller white circles, connected by a thin white line, suggesting a network or community.

The HCCIntelligence™ Community provides exclusive access to a wealth of resources tailored for home-based medical care professionals. Benefit from free access to all HCCIntelligence™ Premier Resources, free and discounted pricing for online courses, and webinars led by industry experts. Engage in 1-on-1 Office Hour sessions with a nationally Certified Professional Coder (CPC)® and connect with peers to enhance your practice's performance and stay on the leading edge of home-based medical care.

Join the HCCIntelligence™ Community at bit.ly/hccintelligence-community.





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