

**GRS INDIA
JOB DESCRIPTION**

POSITION TITLE: Health Coach TeleWellness Manager

DEPARTMENT: India - Telewellness

REPORTS TO: Director of Healthcare Services

JOB CODE: CNMHC (TBD)

GRADE: 30 (TBD)

JOB CLASSIFICATION: Flexible Working Hours

POSITION SUMMARY: The Health Coach Manager is responsible for the efficient management of health coach services and employees for GRS India TeleWellness Services. The Health Coach Manager maintains and oversees the delivery of the highest standard of health coach services through ongoing teaching, evaluation and direction of Health Coaches. He/she is accountable for the integration of health coach services through virtual platforms to meet the comprehensive needs of clients and provide quality services that are designed to *Prevent, Improve, Restore, and Sustain* overall health and wellness.

RESPONSIBILITIES/ACCOUNTABILITIES:

1. Assumes responsibility for the efficient management of health coach services delivered via virtual (telewellness) platforms; including supervising, directing and leading Health Coaches.
2. Assumes leadership responsibility for the Telewellness program through marketing, public relations, social media, this includes but is not limited to; public speaking, events, presentations as well as being a resource for other healthcare professionals providing virtual services for GRS India.
3. Is responsible for the professional handling and management of any client satisfaction concerns, working with leadership on timely and effective resolution to ensure the clients needs are met.
4. Performs individualized interventions including but not limited health coach screening and assessment to identify social, emotional and health needs and strengths of each client.
5. Assures and participates in the development of an interdisciplinary plan of care for each client that identifies their needs, desires and goals for optimal health, wellness and quality of life.
6. Ensures complete and comprehensive assessments and treatment plans by healthcare team including utilization of appropriate tests and measures, identification of impairments, establishment of goals, determination of the predicted level of improvement and the time required to achieve it, and implementation of the care plan.
7. Establishes care plan guidelines on meeting the individualized client interventions prescribed by the interdisciplinary healthcare team.
8. Monitors the standard of healthcare services being delivered and maintained and ensures the provision of evidence based care and adherence to care delivery standards.
9. Conduct systematic and ongoing evaluation of client outcomes.

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10. Ensures active participation of Health Coaches in interdisciplinary meetings to facilitate appropriate client progression and/or discharge planning.
11. Identifies areas of opportunity for employee clinical growth, professional growth, performance improvement and customer service excellence through consistent oversight and management.
12. Assists with coordination of community resources, follow up appointments, and/or equipment for home.
13. Ensures Health Coaches maintain regular contact with assigned clients in order to facilitate progression, discharge planning and customer satisfaction per telewellness guidelines.
14. Ensures complete, timely and accurate documentation using GRS India telewellness established systems.
15. Reviews performance and individual Health Coach outcomes and supports employees in identifying strategies to improve outcomes as needed.
16. Assumes responsibility for employee management including hiring, performance improvement, annual merit evaluation, and termination per company policies.
17. Takes responsibility for the development and support of employees including rounding, coaching and mentoring.
18. Assumes responsibility for direct reports on a weekly and monthly basis and formally reviews information with next level management.
19. Responsible for meeting financial goals as established by leadership including revenue, expenses, members, satisfaction, and outcome targets.
20. Assists with new employee orientation and ensures quality orientation to health coach services within the telewellness division of GRS India.
21. Enhance personal and professional knowledge level by attending all mandated in-service programs and other internal and external professional education programs relevant to professional development.
22. Contributes to an environment that is respectful, team-oriented, and responsive to the concerns of clients, employees and families.
23. Promotes a culture of safety to ensure a healthy practice and living environment.
24. Maintains confidentiality and protects Protected Health Information at all times.
25. Ensures compliance with company policies, standards and practices, and local and central government regulations.
26. Places client service first: ensures that clients and families receive the highest quality of service in a friendly, caring and compassionate atmosphere which recognizes the clients individual needs, goals and desires.
27. Ensures the privacy of the client is maintained in their environment while delivering telewellness services via video platform.

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28. Facilitates and supports the clients ability to access, use and troubleshoot virtual platform for the provision of telewellness services.
29. Facilitates clients to participate in appropriate workshops, group activities and support groups to help client and/or family to achieve goals established in the plan of care.
30. Performs other related duties as requested.

31. Upholds the GRS India Promises:

be ethical

I will lead by example by always acting with integrity and honesty. I will expect the same of my staff and team members. I will ensure my actions comply with the standards set forth by our rules, regulations and the Employee Handbook.

be respectful

I will treat others in the way I would like to be treated. I will appreciate and respect others' beliefs, and I will cherish our diversity.

be accountable

I will take responsibility for myself in my actions and my quality of work. I will hold others to those same standards.

be actively engaged

I will make a conscious effort to be a leader in our community. I will actively check email and will check the Communication Board regularly to keep up-to-date on important information, and I will encourage my staff to do the same. I will be aware of and utilize the numerous resources available to me as a manager and an employee.

take pride in my work & my company

I will be proud of the work I have done each and every day. I will always represent my company in a positive, professional manner both inside and outside of work.

embrace change

I understand that change is a necessary part of life. I will approach change with a positive attitude and a determination to succeed, and my actions will serve as an example for my staff. I will attentively guide my staff through changes and support them in overcoming obstacles.

communicate compassionately

I will communicate in an appropriate, professional and timely manner, and I will provide explanations along with my instructions. I will promote open, two-way communication between employees at all levels. I will strive to be an active listener by making an effort to hear not just the words another person is saying but, more importantly, understand the total message being conveyed.

be supportive & approachable

I will offer encouragement and support for my staff and will be constructive when giving feedback. I will view mistakes as opportunities to teach, not to criticize. I will regularly round with my staff on a one-on-one basis to discuss what is going well and what is not, and I will attentively respond to concerns.

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facilitate growth

I will encourage growth for my staff, my company and myself. I will help my staff work toward their professional goals by showing them the abundant resources our company has to offer. I, too, will work to further develop myself as a leader and a professional. I understand that by fostering an environment where employees can grow, I will be developing the future leaders of the organization who will be vital to the successful growth of the company as a whole.

celebrate

I will contribute to a positive work environment where my team members and I enjoy coming to work and celebrating each other's successes.

SPECIFIC EDUCATIONAL/VOCATIONAL REQUIREMENTS:

1. Graduate of an approved school of Nursing, Social Work or other relevant Healthcare Profession.
2. Minimum of 5 years working in their field in the healthcare environment and working with members of the interdisciplinary healthcare team.
3. At least 3 years experience in management and supervising others within a healthcare environment.
4. Experience with geriatrics/adult care, rehabilitation and/or case management preferred.
5. Successful completion of GRS India Health Coach Training.

ESSENTIAL JOB FUNCTIONS:

(1) Physical Demands:

(Answer yes or no)

Reaching (overhead)	Yes
Handling	Yes
Fingering	Yes
Feeling	Yes
Talking or Hearing	Yes
Seeing	Yes

(Answer: 0-33% - Rarely/ 34-66% - Occasionally/67-100% - Frequently)

Standing	34-66%
Walking	0-33%
Sitting	67-100%

*(Sedentary [10 lbs.]; Light [20 lbs.]; Medium [30-50 lbs.];
Heavy [100 lbs.]; Very Heavy [>100 lbs.]*

Pulling	10
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	Lifting		<u>10</u>
	Carrying		<u>10</u>
	Pushing		<u>10</u>
	<i>(Answer yes or no)</i>		
	Climbing (stairs)		<u>No</u>
	Balancing		<u>No</u>
	Stooping		<u>No</u>
	Kneeling		<u>No</u>
	Crouching		<u>No</u>
	Crawling		<u>No</u>
	Twisting		<u>Yes</u>
			<u>Yes</u>
(2)	Location of Job Activities: <i>(Answer in %)</i>	Outside	<u>0%</u>
		Inside	<u>100%</u>
(3)	Environmental Conditions:		
	<i>(Answer yes or no)</i>		
	Extreme heat with or without temperature changes		<u>No</u>
	Extreme cold with or without temperature changes		<u>No</u>
	Wet or humid		<u>Yes</u>
	Noise and/or vibrations		<u>Yes</u>
	Hazards (chemical, mechanical, & radiant energy)		<u>No</u>
	Explosives, burns, electrical, other		<u>No</u>
	Atmospheric conditions -		
	Fumes, poor ventilation, mists, dust, odors, gas		<u>No</u>
	Unprotected heights		<u>No</u>
	Moving machinery		<u>No</u>
	Operating automotive equipment		<u>No</u>
	Operating foot controls		<u>No</u>
	Uneven ground		<u>No</u>
	Protective clothing (list)		<u>No</u>
	(Occasionally: gowns, gloves masks)		
(4)	Work Situations:		
	<i>(Answer yes or no)</i>		
	Measurable or verifiable criteria		<u>Yes</u>
	Dealing with people		<u>Yes</u>
	Repetitive and continuous		<u>Yes</u>
	Performing under stress		<u>Yes</u>
	Set limits, tolerance or standards		<u>Yes</u>
	Problem solving		<u>Yes</u>
	Comparing		<u>Yes</u>
	Taking instructions		<u>Yes</u>
	Having difficult discussions		<u>Yes</u>
	Motivational conversations		<u>Yes</u>

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JOB SKILLS:

1. Must be able to read, write, speak and understand english.
2. Must have strong communication, organizational, and customer service skills.
3. Must be able to demonstrate assessment skills necessary to recognize and identify symptoms and manage emergency situations in an online platform environment.
4. Must be able to coordinate, delegate and supervise healthcare functions, problem solve, and make decisions as necessary.
5. Must be able to work proficiently in a fast-paced, online health care environment, multi-tasking and keeping track of clients, referrals, followup calls to family and interdisciplinary team members.
6. Must possess the ability to positively interact with others, including clients, families, employees, other organization/agency personnel and the general public.
7. Must market GRS India, telewellness services to all clients, families, outside agencies, referral sources, and fellow employees.
8. Must be a highly responsible individual capable of working independently, accomplishing work duties and client management within an assigned workday.
9. Must be empathetic and adept in dealing with individuals of all ages and families.
10. Must be able to motivate others and to provide leadership to achieve company goals.
11. Must be able to recognize and practice high-quality hospitality, professionalism and customer service to create a customer centered environment.
12. Must have experience with online video conferencing, electronic medical record systems as well as knowledge and skills with internet/web based platforms.
13. Must be able to use technology such as laptop, desktop, cell phone, ipad, web cam, and perform basic trouble shooting to complete daily job duties.
14. Must be able to adequately send/receive emails, save and organize files, understand an utilize shared network drives, and experience with google based programs.
15. Must be able to independently search and find local community and equipment resources for meeting the needs of the client.
16. Must be able to effectively present materials, education and facilitate group activities via video conferencing/virtual platforms.

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- 17. Must have excellent communication skills, and be able to adequately modify communication style to meet clients needs to maximize effectiveness of telewellness sessions.
- 18. Must carry out other tasks as requested in situations where online intervention and/or participation may be required.

I understand this job description and its requirements; I understand that this is not an exclusive list of the job functions and that I am expected to complete all duties as assigned; I understand the job functions may be altered by management without notice; I understand that this job description in no way constitutes an employment agreement.

I certify that I am able to perform the essential functions of this position with or without reasonable accommodation.

Employee Name: _____

Employee Signature: _____ **Date:** _____

Supervisor Signature: _____ **Date:** _____