



JOB DESCRIPTION

CLINICAL SUPPORT SPECIALIST

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| EFFECTIVE DATE: | <u>11/05/20</u> | LOCATIONS: | <u>Supports all Programs</u> |
| DEPARTMENT: | <u>Clinical</u> | DRIVING CLASS: | <u>Required</u> |
| FTE STATUS: | <u>Full-Time (40+ hours/week)</u> | FLSA CLASS: | <u>Exempt</u> |
| REPORTS TO: | <u>Director of Clinical Services</u> | BENEFITS: | <u>Eligible</u> |
| SUPERVISES: | <u>No direct reports, only indirect quality assurance oversight to clinical staff</u> | | |

COMPENSATION: Market Competitive & Based on Education & Experience with Benefits: Medical, Dental, Vision, Life, Disability, HRA, 403b7, Supplemental Insurance, Paid Time Off, & Paid Holidays

GENERAL SUMMARY:

The Clinical Support Specialist functions as an integral member of the Clinical Leadership Team, primarily focusing on the provision of operational administrative support to the clinical management team and staff. Responsibilities include, but are not limited to: Supporting clinical policy and process development; Writing and updating of clinical policies based on current evident based practice and ensuring policy and practice alignment; Participating and assisting in providing direct client care as a participant in the clinical on-call rotations; Coordinating and providing oversight for the EMR system; Serving as a member of the Quality Assurance Team; Assisting in facility and staff compliance with all state regulations and licensing requirements for the provision of care; and, Participating as a member of the Interdisciplinary Team to ensure a holistic approach is utilized to meet all client needs;

ESSENTIAL ONGOING REQUIREMENTS

1. A RN with a current Washington State licensure (BSN preferred);
2. Three years of clinical nursing experience, (preferably in home health, pediatrics, and/or young adults) with the clinical skills and knowledge necessary to provide individualized nursing care to medically fragile pediatric and young adult clients;
3. A solid proficiency in the English language with professional communication skills including interpersonal, verbal, non-verbal, and written communications with the ability to write professional policies and read, analyze, and interpret common scientific and technical journals, clinical documents, regulations, WAC's, medications, and physician orders, and effectively present information to senior leadership and employees. Bilingual abilities are preferred;
4. Ability to learn and train employees to use the EMR system. (Experience using an EMR system preferred);
5. Working knowledge of Microsoft Office programs - Office 365, Outlook, Microsoft Word and Excel preferred;
6. Ability to pass and maintain an acceptable criminal background check with the State of Washington, including personal references, and an FBI fingerprint criminal history check

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7. Proof of an acceptable driving record through the provision of a driving abstract on annual basis or as requested;
8. A current Washington State driver's license or valid driver's license as an active duty armed forces personnel or dependent of an active duty armed forces personnel and the ability to be insured to drive agency vehicles;
9. Proof of vehicle insurance;
10. Proof of a valid Tdap, Flu, and TB immunizations;
11. Proof of a valid Healthcare Provider (BLS) CPR certification;
12. Proof of a valid Food Handler's Permit from the Health Department;
13. Experience with multiple nursing and medical tools, services, and equipment used to provide direct individual care;
14. Demonstrated clinical skills, constant professionalism, critical thinking, and objectivity;
15. The ability to make independent decisions and render judgement when circumstances warrant such action;
16. Ability to meet the physical demands of the job as define within this job description.

ESSENTIAL ONGOING EXPECTATION:

1. Consistently reports to work on time prepared to perform duties of position;
2. Subscribes and commits to Ashley House's values;
3. Adheres to Ashley House Policies and Procedures;
4. Acts as a role model within and outside the Agency;
5. Maintains professional boundaries and behavior, including a positive, respectful, collaborative, solution focused, and team-oriented attitude;
6. Works in a collaborative manner with administration and management of all agency departments;
7. Advocates for the clients to receive quality, high level care;
8. Maintains the confidentiality of employee and individual information and sensitive organizational information except as required by the obligations of the position or law;
9. Demonstrates a working knowledge of Ashley House policies and procedures and the union agreement; applying and interpreting them with respect to responsibilities of the position;
10. Effectively communicates and recognizes different learning styles;
11. Performs duties as workload necessitates;
12. Demonstrates flexible and efficient time management and ability to prioritize workload;
13. Demonstrates responsible, independent judgment and critical assessment while performing responsibilities of this position;
14. Communicates regularly with the Director of Clinical Services, and House Supervisors about clinical issues;
15. Maintains ability and willingness to provide direct nursing care in any/all Ashley House facilities;
16. Obtains, and maintains all ongoing required documentation for continued employment and submits documentation to the Human Resources Department in a timely manner and prior to expiration.

ONGOING RESPONSIBILITIES

Policies and Forms:

1. Writes clinical policies in a clear and concise manner as needed;
2. Updates current clinical policies as required, ensuring compliance with licensing requirements, state regulations, contracts and other regulations;
3. Creates and updates clinical forms as needed or directed;
4. Updates or drafts non-clinical operational policies and forms as directed;
5. Works with House Supervisors to ensure that all policy manual notebooks at AH locations are current with the most recent policies and forms;
6. Maintains the Administrative Forms Notebook;
7. Distributes policies to employees and obtains acknowledgment sheets;
8. Ensures the health and safety of the individual is top priority.

EMR:

1. Leads Implementation aspects of the Netsmart EMR system, including the initial entering of current client records and functioning as the key contact for the Netsmart implementation team and Ashley House Staff;
2. Serves as one of the trainers for the EMR system;
3. Creates, updates, tests & manages electronic clinical forms, assessments, processes & templates in Netsmart;
4. Reviews & reports on various metrics within the EMR system (e.g., record errors & omissions) and makes recommendations to the Director of Clinical Services, Facility Administrator, and the Clinical Leadership Team;
5. Performs periodic EMR patient chart audits to ensure compliance with regulations and quality of care on a bi-monthly or more frequent basis.

Quality Assurance:

1. Participates as a member of the Quality Assurance Team (QAT);
2. Assists with the development and implementation of a quality assurance program;
3. Prepares documentation that demonstrates compliance with policy-related licensing requirements;
4. Works with House Supervisors and QAT to ensure compliance with licensing requirements;
5. Assists with implementing the safeguards identified in the vulnerable populations policy;
6. Advocates for individual specific clinical issues.

Communication:

1. Actively and constructively participates in staff meetings and in-service trainings;
2. Regularly uses e-mail and other computer-based methods of communication, ensuring effective communication and timely response;
3. Abides by HIPAA and regulatory requirements;

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4. Communicates effectively with all Ashley House staff and key stakeholders, exemplifying Ashley House values at all times;
5. Utilizes Ashley House's values in conflict resolution;
6. Consults with peers when knowledge base in a given area needs to be expanded;
7. Keeps supervisor apprised of emergent issues or concerns.

Interdisciplinary Team:

1. Participates as a member of the Interdisciplinary Team to ensure utilization of a holistic approach to meet all client needs;
2. Participates as a point person or liaison on behalf of the Interdisciplinary Team as directed.

Transportation:

1. Uses personal vehicle to travel to agency sites;
2. Drives individuals to appointments and outings using agency vehicles as needed or directed.

Additional Duties and Responsibilities:

1. Participates in rotating clinical call. Must be available for consultation and direct care coverage during and after regular business hours during designated call-periods;
2. Compiles appointment summaries and provides report to Accounting for billing purposes;
3. Scans and archives old documents as needed for records retention;
4. Performs and completes all nursing responsibilities when performing client care;
5. Participates as a member of ad hoc committees and work groups;
6. Attends in-services outside the agency, as agency resources allow;
7. Assists in the interviewing and hiring process of clinical staff;
8. Assists Scheduling as requested;
9. Serves as a BLS CPR and First Aid trainer (with instructor certification) if requested;
10. Other duties as assigned.

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 required to:

frequently to: stand, sit, walk, talk, listen, and work on computers for extended periods of time; use hands to finger, handle, or feel objects; reach with hands and arms; climb stairs; balance; use vision to observe, inspect, and read using close vision, distance vision, color vision, peripheral vision, depth perception, with the ability to adjust focus; and operate a motor vehicle in all weather conditions and during day and night conditions.

Periodically, the employee is required to: work 12-hour shifts: squat; stoop, kneel sit on floors; push wheelchairs and strollers; push or move beds and medical equipment; use household items such as vacuum cleaner, carpet cleaner, broom; lift or move up to 50 pounds and assist in lifting and moving more than 50 pounds; and smell.

Seldom, the employee is required to crouch or crawl

WORK ENVIRONMENT:

Work environment characteristics described here are representative of those that are encountered while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

The majority of the employee’s job duties are performed indoors in a medical environment in a residential setting or in the administrative office. The employee will be exposed to prevalent weather conditions when leaving or entering the buildings; or en route to one of the work sites. In some circumstances, the employee may be required to perform some job duties outside, in medical settings, and in the presence of non-employees, such as the individuals we serve, families and state officials. There is a possibility of exposure to disease and contagions that could cause a cold, flu and other illnesses. The noise level in the work environment is usually moderate. May encounter physical aggression from some of the individuals we serve.

GENERAL SIGN OFF:

This job description has been designed to indicate the general nature and level of work performed by the incumbent. It is not designed, or to be interpreted as, a comprehensive inventory of all duties, responsibilities, or qualifications. The incumbent will be required to perform other work as assigned or as needed and must maintain all required licenses, certifications, and state licensing requirements throughout employment.