

York County Community Action Corp.

Nasson Health Care

Patient Safety Representative

Job Description

REPORTS TO: Population Health Nurse

STATUS: Temporary

PAY GRADE: 3

PURPOSE: The patient safety representative works collaboratively with a team of health professionals to support the delivery of comprehensive primary care utilizing the Patient-Centered Medical Home framework of care delivery.

Responsibilities:

1. Screens all employees, guests, patients and vendors for elevated temperatures and other symptoms of Covid-19 upon their entry into the health center facility. This is conducted safely through the use of a no-contact thermometer and screening questions.
2. Distributes PPE to employees, patients, guests and vendors entering the health center.
3. Provides exceptional customer service to health center patients, guests, and vendors, including assistance with directions, instruction on protocols, and answering general information questions.
4. Escorts patients to assigned treatment rooms.
5. Educates patients, guests and vendors on the health center's safety policies and monitors adherence to these policies.
6. Performs a variety of surface sanitization in accordance with infection control protocols;
7. Ensures PPE supplies are inventoried and distributed.
8. Assists with the transportation of lab specimens according to protocol.

Qualifications:

1. High school diploma or GED
2. Minimum of one-year experience in customer service.
3. Firm grasp of the concepts of evidence-based practice, team-based care, quality improvement and risk management.
4. Strong written and verbal communication skills.
5. Willingness to work some non-traditional hours, e.g. evenings and weekends, and coordinate time off with other program staff.
6. Ability to travel between YCCAC/Nasson clinical sites.
7. Ability to perform effectively under pressure and manage multiple, often time-sensitive, projects and tasks.
8. A high level of personal and professional integrity and respect for the dignity of all patients and colleagues.
9. Demonstrates good judgment, flexibility, good humor, and ability to follow directions.
10. Task oriented and patient-focused.
11. Possesses excellent phone and customer service skills

November 13, 2020

12. Must not have an active record with the System for Award Management (SAM).

Qualifications and responsibilities are essential functions of the job. Essential functions (EF) are the work tasks that employers do not have to change when making reasonable accommodations.

Responsibility for Safety and Health:

1. Follow established standard and safety precautions in the performance of all duties.
2. Reports to the Operations Manager any hazardous condition or equipment immediately.
3. Attend required safety trainings.

Physical Requirement:

Physical Essential Functions of the position

Bending	O	Sitting	F	N (Not applicable)
Carrying	O	Standing	O	O (Occasionally) on/off up to 3 hrs. per day
Driving	O	Talking	F	F (Frequently) on/off up to 6 hrs. per day
Handling	O	Walking	O	C (Constantly) all the time, over 6 hrs. per day
Hearing	F	<u>Lift/Carry</u>		
Keyboarding	F	20 lbs or less	O	
Kneeling	O	<u>Push/Pull</u>		
Reaching	O	12 lbs or less	O	

No job description can define completely all aspects of a particular position. This job description in no way states or implies that these are the only duties that you will be required to perform. The omission of specific statements of duties does not exclude them from the position if the work is similar, related, or is an essential function of the position.

I have read this job description and fully understand the requirements set forth therein. I hereby accept the position of PATIENT SAFETY REPRESENTATIVE and agree to abide by the requirements set forth and will perform all duties and responsibilities to the best of my ability.

I further understand that my employment is at-will. I understand that my employment may be terminated at-will by the facility or myself with or without notice. I further understand that should I desire to resign a two (2) week notice is necessary, and that failure to work through that notice would lead to a loss of eligibility for rehire at York County Community Action Corporation.

Employee (print) name: _____

Employee Signature: _____ Date: _____