

# Rural Opioid and Direct Support Services (ROADSS) Sample Job Descriptions

This tool contains sample job descriptions for the ROADSS model. Please see the **Staffing Plan** in UR Medicine Recovery Center of Excellence’s ROADSS toolkit for additional information on these positions, organizational structure, and compensation. Determinations will depend on the type and size of the organization implementing the model. Note that some material in the samples is specific to New York State regulations. These and other elements may need to be removed or replaced as appropriate.

Job descriptions are grouped into two categories based on location within the ROADSS model:

1. Positions at the **Central Clinic**/Opioid Treatment Program (OTP)
2. Positions at each **Auxiliary Clinic**

Some descriptions apply to both the central and auxiliary sites, and therefore appear in both sections.

## Contents

Central Clinic .....	2
Medical Director .....	3
Clinical Coordinator/Clinic Director .....	6
Senior Chemical Dependency Counselor .....	9
Chemical Dependency Counselor .....	11
Financial Counselor .....	13
Medical Assistant.....	15
Outpatient Access Specialist.....	17
Security Officer.....	20
Nurse Manager.....	22
Registered Nurse.....	25
Ambulatory Clinical Technician.....	27
Licensed Practical Nurse (Dispensing Nurse) .....	30
Auxiliary Clinic .....	32
Lead (Charge) Nurse.....	33
Security Officer.....	35
Ambulatory Clinical Technician.....	37
Licensed Practical Nurse (Dispensing Nurse) .....	40

# Central Clinic

# Medical Director

## Summary of Organization

[Insert brief summary of organization.]

## Position Overview

The Medical Director is responsible for the administrative, clinical and professional direction of the central and auxiliary clinics that offer day treatment, outpatient programs and extended treatment programs. He/she will oversee all administrative and clinical matters within clinics. The Medical Director manages services and program development and ensures that applicable regulations are operationalized within the program. Responsible for the development of policies and procedures for the program. Represents the program to the community, fostering referrals, and assumes teaching and direct clinical care responsibilities.

## Job Specifics

### **Leadership Activities**

- Under general direction and with latitude for independent judgment:
  - Serves as a primary member of the program's management team and other departments.
  - Leads planning and program development efforts for new and expanded treatment services.
  - Works with the Clinical Coordinator (Clinic Director) and management team in development of written policies and procedures for the clinics and related programs.
- Leads negotiations and development of contracts for provision of services and treatment.
- Plays a leadership role in new service development, including needs assessment, grant or proposal writing, interagency planning, community liaison efforts, regulatory review, and new service implementation.
- Participates in strategic planning for the program and other related programs.
- Represents the program to county and other governmental agencies, consortia of treatment providers, and regulatory agencies.
- Plays a leadership role in the multidisciplinary team approach to treatment, case management, training, and community interventions.

### **Administrative**

- Prepares, tracks, and plans for changes in census and patient services.
- Develops and maintains program budgets and plans expenditures.
- Ensures compliance with applicable regulations, including provision of services, content of services, documentation, timeliness, and development of new programs.
- Responsible for and oversees chart auditing and incident reporting procedures.
- Coordinates program evaluation, quality assurance, and quality improvement activities with the department and institutional quality assurance programs.

- Develops productivity expectations and monitors productivity reports for staff; ensures that staff maintain certification and competency in treatment areas and in knowledge of referral sources, eligibility requirements, and treatment requirements for other facilities.
- Ensures policies and procedures are applied.

## Clinical

- Reports on patient progress in treatment and ongoing program administrative matters to the Clinical Coordinator (Clinic Director).
- Monitors patient admission, progress in treatment and the discharge of program patients.
- Ensures continuity of care by facilitating the day-to-day interface of the components of the program with other clinical programs including admissions, intensive services, aftercare and family services.
- Maintains knowledge of treatment services, self-help groups, and other services as well as referral skills for these programs.
- Monitors and evaluates the patient assessment, treatment planning and ongoing clinical work (especially group therapy) of all clinical staff of the program.
- Supervises the development and implementation of treatment goals for all patients in the central and auxiliary clinics.
- Provides direct clinical services and plays a leadership role on clinical teams providing intake interviews, group, individual, and family treatment.
- Designs appropriate therapeutic treatment plans with clearly defined treatment goals and conducts the course of treatment.
- Manages severely ill, chronic, and/or complex multi-problem caseloads.
- Mobilizes family and natural support networks when necessary.
- Assesses successful completion of therapeutic goals and plans termination of therapy accordingly.
- Remains available as a consultant to other direct service clinical staff.
- Provides clinical support to all clinicians at the central and auxiliary clinics.
- Completes and maintains patient charts, case summaries and other required documentation of clinical services rendered.
- Communicates with referral sources, including legal and criminal justice system representatives, at critical points in treatment.

## Requirements

Minimum requirements include board certification/board eligibility in general psychiatry, and eligibility for an unrestricted NYS medical license.

## Salary

The salary for the position is \$108,000 for approximately 20 hours a week.

## Additional Information

Individuals may qualify for loan repayment, forgiveness, or assistance depending on their particular circumstances. For more information, please see the National Health Service Corps'

webpage (<https://nhsc.hrsa.gov/>). This includes those working with special populations (OUD) and in specific regions (rural communities).

## Clinical Coordinator/Clinic Director

### Summary of Organization

[Insert brief summary of organization.]

### Position Overview

Oversees clinical operations for the central clinic. Provides supervision to senior clinical staff in assigned service. Collaborates with Medical Director to ensure smooth and cost-efficient program operations across the service. Assumes responsibility for human resource management activities for assigned service. Coordinates with Director and Practice Manager to ensure that physical plant operations meet regulatory requirements and program needs. Co-chairs staff meetings as directed by the Medical Director. Ensures Office of Addiction Services and Supports (OASAS) and Joint Commission on the Accreditation of Hospitals Organization (JCAHO) regulations and standards are operationalized and in compliance within the service. The Clinical Coordinator (Clinic Director) reports to the Board of Directors or the overall Chief Executive Officer. He/she must be attuned to the needs of an adult patient population with chemical dependency and mental illness.

### Job Specifics

#### **Clinical Operations**

- Serves as member of the ROADSS collaborative in providing development and operational support to auxiliary medical units.
- Reviews budget for new program components in collaboration with the Medical Director.
- Works with the Medical Director to plan and implement projects requiring analytical reporting, such as monthly OASAS patient reports and yearly OASAS work-scope reports.
- Monitors productivity reports for clinical staff.
- In conjunction with the Financial Counselor, monitors accuracy of all billing activities.
- Ensures compliance with applicable OASAS regulations and certification, including provision of services, content of services, documentation content and timeliness, and development of new programming.
- Oversees chart auditing, incident reporting procedures, and program evaluation/Quality Assurance/Quality Improvement activities including incident reviews.
- Ensures environmental safety of all patient care areas as well as staff working areas.
- Provides oversight of office management activities.

#### **Liaison**

- Represents clinic on various harm reduction committees throughout the state with a concentration on rural communities.
- Represents central clinic to outside agencies, including county and other governmental agencies, consortium of substance use treatment providers, other treatment providers, and regulatory agencies such as OASAS and the JCAHO when applicable.

- Supervises clinical supervisors and other senior clinical staff. Maintains communication with other health care professionals in order to provide continuity of care for the patient.

### **Program Development**

- Develops and maintains written protocols for assigned service.
- Leads efforts in new service development, including needs assessment, grant or proposal writing, interagency planning, community liaison activities, regulatory review, and new service implementation.
- Plays a leadership role in strategic planning for central medical unit, involving the advancement of vision for the program within the community at large.

### **Supervision**

- Directly supervises supervisory and senior clinical staff in central clinic.
- Responsible for overall supervision of all staff in assigned service.
- Monitors implementation of policies and procedures in assigned service.
- Oversees clinical care meetings.
- In collaboration with the Medical Director, manages human resources functions in assigned service, which includes recruiting, hiring and training of personnel.
- Develops and maintains functional job descriptions for positions.
- Ensures that job-related competencies are developed and met by staff.
- Makes hiring and termination recommendations to various specialties regarding staff, and works with disciplines to provide evaluation of staff.
- These staff members may include Financial Counselor, Medical Assistant, Outpatient Access Specialist, Chemical Dependency Counselor, Senior Chemical Dependency Counselor, and Security Officer.

### **Additional Responsibilities**

- Remains available as consultant to assigned service's senior clinical staff as needed and supports clinical operations through direct care service as needed.
- Subscribes to the clinic's goal of creating a culturally competent environment by treating patients/families, trainees, and co-workers in a sensitive and caring manner with appropriate attention to cultural differences.
- Participates in available cultural competence events and trainings.

### **Requirements**

Master's degree in a human services discipline and New York State CASAC credentials required. 5+ years of related clinical leadership, supervisory and administrative experience, including both substance use experience and specific co-occurring disorder treatment experience.

### **Salary**

The salary for the full-time position is \$75,000.

## Additional Information

Individuals may qualify for loan repayment, forgiveness, or assistance depending on their particular circumstances. For more information, please see the National Health Service Corps' webpage (<https://nhsc.hrsa.gov/>). This includes those working with special populations (OUD) and in specific regions (rural communities).



# Senior Chemical Dependency Counselor

## Summary of Organization

[Insert brief summary of organization.]

## Position Overview

The Senior Chemical Dependency Counselor (CDC) will provide outpatient counseling services under direct supervision as a member of an interdisciplinary treatment team caring for persons with substance use disorders (SUD) and co-occurring mental health disorders (COD), as well as their families when indicated. This includes participation in the intake process, as well as individual therapy and group therapy as needed. The Senior CDC may have direct supervisory or mentoring responsibilities for counselor interns and non-senior counselors within the clinic. Reports to the Clinical Coordinator (Clinic Director).

## Job Specifics

### **Direct Clinical Activity**

- Participates as a member of an interdisciplinary treatment team involving the intake for the evaluation for treatment.
- Coordinates care management services for patients participating in various treatment programs.
- Evaluates drug and alcohol usage and determines level of care needed.
- Provides direct clinical services to assigned patients for extended dispositional evaluation, which may include taking a primary therapist and/or case management role.
- Documents evaluation, disposition, and as needed treatment in the patient's chart in compliance with the clinic and New York State Office of Addiction Services and Supports (OASAS) policy.
- May give lectures/talks on specific topics to patients and their families.
- Participates in on-call activities of the clinic, including after hours and daily on-call, if necessary.

### **Indirect Clinical Activity**

- Ensures that clinic, department and chemical dependence counseling policies and procedures are implemented with regard to professional practice, patient care, and disposition training.
- Provides supervision and consultation to interns as assigned.
- Attends CDC Discipline and Program staff meetings.
- Participates in routine committee processes and complies with departmental quality assurance and staff development activities.
- Participates in activities of the programs including but not limited to timely completion of statistical reports/forms, time sheets, and other hospital forms, and hospital and division mandatory in-service training programs and reviews.

- Subscribes to the department's goal of creating a culturally competent environment by treating patients/families, trainees, research subjects and co-workers in a sensitive and caring manner with appropriate attention to cultural differences. Participates in available cultural competence events and trainings.

## Requirements

Master's degree in discipline related to human services and 1+ years of related experience in SUD treatment setting; or an equivalent combination of education and experience. Certified as a NYS Credentialed Alcoholism and Substance Abuse Counselor (CASAC) or (CASAC-T). If CASAC-T upon hire, successful completion of examination to remove the "T" (training) designation must be completed within 12 months of hire. Experience working with co-occurring disorders is preferred.

## Salary

This salary is \$55,000 for a full-time position of 40 hours a week.

## Additional Information

Individuals may qualify for loan repayment, forgiveness, or assistance depending on their particular circumstances. For more information, please see the National Health Service Corps' webpage (<https://nhsc.hrsa.gov/>). This includes those working with special populations (OUD) and in specific regions (rural communities).

# Chemical Dependency Counselor

## Summary of Organization

[Insert brief summary of organization.]

## Position Overview

The Chemical Dependency Counselor (CDC) provides outpatient counseling services under direct supervision as a member of an interdisciplinary treatment team caring for individuals with substance use disorders (SUD) as well as patients with co-occurring mental health disorders (COD) and their families when indicated. Works on specific treatment goals as designed with supervision. Maintains productivity in accordance with program and departmental standards and complies with program and departmental policies and procedures.

The CDC is supervised by the Senior Chemical Dependency Counselor.

## Job Specifics

### **Direct Clinical Activity**

- Performs intake evaluations by direct interview of persons applying for treatment.
- Assesses chemical use history including pattern, type, and amount of use of licit, prescription, or illicit substances.
- Assesses patients for symptoms of psychosocial dependence, motivation for change, and personal resources.
- Gathers family historical data concerning drug and alcohol usage, relationship, and current functioning; prepares oral and written clinical reports of interview.
- Carries out counseling of SUD and COD patients within the structure of a comprehensive treatment plan.
- Demonstrates listening skills, empathy, confrontation and supportive skills; ability to monitor patient compliance, participation, and motivation.
- Demonstrates ability to communicate treatment with other members of interdisciplinary team.
- Establishes long-term counseling relationships with patients.
- Demonstrates ability to work as a directly supervised therapist in group therapy for alcohol/drug dependent persons and has a working knowledge of the concepts underlying group therapy including the role of feelings and defenses.
- Assists and facilitates the maintenance of group process.
- Prepares and submits written and oral reports with supervision.
- Reports to clinical supervisor regularly for supervision of all clinical activity.

### **Indirect Clinical Activity**

- Establishes communication using established rules of confidentiality and laws concerning rights of patients, and uses correspondence with family, other health-related agencies, employers, criminal justice programs, and social service agencies.

- Provides senior clinical staff with these data for incorporation into diagnostic team assessment of the physical, mental, emotional, and spiritual needs of the patients and their families.
- Maintains active case records including written treatment plans, problem-oriented progress notes, periodic updates of treatment plans, and appropriate documentation of incidents, discharge summaries, interagency communications, and correspondence.
- Participates in program staff development and informational activities including:
  - Maintains continuing education in knowledge and skills affecting the discipline of substance abuse counseling and COD treatment, including attendance at in-service meetings.
  - Provides on-site teaching to multidisciplinary students observing program components and therapy.
  - Regular program staff/team meetings to review policy and procedures as well as conduct case reviews.

### **Other**

- Performs other duties as assigned including:
  - Milieu management in clinic area.
  - Toxicology screen monitoring.
  - Assessing patients for physical and/or behavioral signs of drug/alcohol use and performing BAC tests as needed.
  - Assisting staff in assessing a patient's acting-out behavior and developing a plan of action to help maintain the safety of other patients and staff in clinic.

### **Requirements**

Bachelor's degree in a discipline related to human services and 1-2 years of related experience. Experience in drug/alcohol dependence treatment preferred; or an equivalent combination of education and experience.  
Prefer NYS Credentialed Alcoholism and Substance Abuse Counselor (CASAC).

### **Salary**

This position is full-time and the salary is \$45,000.

### **Additional Information**

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# Financial Counselor

## Summary of Organization

[Insert brief summary of organization.]

## Position Overview

The financial counselor performs the functions of patient account management for individuals receiving services at the central and auxiliary clinics. He/she completes the tasks of insurance verification, obtaining precertification, completing credit statements, making payments plans, requesting deposits, and initiating referrals to sponsorship programs. The financial counselor is responsible for knowledge and application of the clinics' financial and credit policies. He/she coordinates account management through discharge and forwards accounts to the patient accounting office.

## Job Specifics

### **Clerical Duties**

- Insurance verification: initiates appropriate contact with third-party payers to verify insurance benefits of patients.
- Documents information in an accurate and timely manner in the clinic computer system.
- Maintains a monitoring system on benefits throughout all inpatient stays. Obtains any signatures required to obtain verification and secure benefits.
- Payment plans: informs patients of clinic financial policies, establishes payment plans for patients according to these policies using results of credit statements, and assists patients in identifying resources to be used to meet their clinic obligation.
- Pre-certification: serves as an information channel for obtaining pre-certification approvals for elective and other inpatient stays as required by third-party payers.
- Refers cases appropriately to physicians and Utilization Review for additional follow-up on medical information needed.
- Credit statements: interviews responsible parties to determine credit status as a tool for securing patient accounts.
- Verifies information collected.
- Maintains confidentiality of all patient information.
- Sponsorship referrals: exercises knowledge of sponsorship programs available to patients. Initiates the application process including completing forms and scheduling appointments based on results of credit statements and account history evaluations.
- Deposits: calculates deposit requirements for patients using knowledge of credit policy and clinic charges.
- Informs patients of deposit and requests payments. Coordinates collection of deposit amounts with admitting officers and cashiers.
- Physician relationships: discusses pending admissions with physicians and their office staff to ensure proper information is received.

## **Other Duties**

- Performs miscellaneous tasks as assigned by supervisor. For example, statistical reports, supplies stocking, correspondence and records maintenance.
- Responsible for monitoring own performance on assigned tasks against procedure standards.
- May train and coordinate activities of peers or lower classified support staff as directed by supervisor.

## **Skills and Abilities**

Standard office equipment, including but not limited to telephone, pneumatic tube system, VMT, printer, photo copier. Ability to use 10-key adding machine and type 25 wpm.

## **Requirements**

High school graduate with 4 years' experience in patient accounts or related area, or bachelor's degree with at least 1 year of related experience, or equivalent combination of education and experience.

## **Salary**

This salary is \$17,000 for a part-time position of 20 hours a week.

## **Additional Information**

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# Medical Assistant

## Summary of Organization

[Insert brief summary of organization.]

## Position Overview

The Medical Assistant works in the central clinic, and is responsible for word processing, managing patient flow in the clinic, transcription as needed, general office duties, and any other relevant tasks as assigned by the supervisor.

## Job Specifics

### **Patient Flow**

- Responsible for smooth flow at dispensing times by directing/assisting patients to window for dispensing, tracking patients that need to provide a urine sample and keeping counselor informed of patient situations.
- Assists clinicians with admission process.
- Coordinates with financial counselors and the registration desk as required to maintain quality of care and smooth flow of all patients.

### **Word Processing**

- Transcribes intake evaluations, termination summaries, physical examination reports, and correspondence with no more than 2 to 3 errors per page (on first draft), with 24 to 48-hour turnaround, unless otherwise indicated.
- Composes general memos to patients from treatment team regarding holiday hours, policy reminders, and patient identification badges and policy changes.

### **General Office Duties**

- Answers telephones and voicemail and directs calls to appropriate destination.
- Daily mail pickup and distribution to staff.
- Daily copying runs.
- Maintains and orders office supplies for clinic.
- Provides filing within the clinic.
- Compiles daily, weekly and monthly reports for program.

### **Urine Screening**

- Prepares random urine list for each day.
- Labels cups.
- Prepares lab requisitions and flags cards.

### **Scheduling**

- Maintains daily schedule for clinic providers, including scheduling of patients for psychiatric evaluations and medication follow-up appointments.
- Obtains and maintains accurate patient data (name, date of birth, address, phone number, medical record number, etc.) for use in the scheduling database.
- Updates the director's service activity log on a daily/weekly basis to ensure accurate registration.
- On a daily basis, obtains charts for appointments.
- Coordinates planning and program development efforts for new and expanded treatment services.
- Involved with the Clinical Coordinator (Clinic Director) and management team in development of written policies and procedures for the clinics and related programs.

## Requirements

Two years of post-high school education in secretarial or word processing studies, or the equivalent.

At least 2 years of secretarial, word processing and practical office experience with demonstrated ability to work with limited direction and to direct the work of word processors or clerical assistants.

Advanced secretarial or word processing skills. The ability to take dictation at 100 words per minute and to transcribe at 55 words per minute. The ability to operate standard office machines and word processing equipment.

## Salary

The salary for the position is \$14,000 for a 20-hour work week.

## Additional Information

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# Outpatient Access Specialist

## Summary of Organization

[Insert brief summary of organization.]

## Position Overview

The Outpatient Access Specialist (OAS) provides support for the front desk (check-in/check-out), patient navigation calls, appointment scheduling and health information management for the clinic. The OAS is an integral member of the clinical team and will often collaborate with other OAS staff, referral staff, medical providers, and nursing staff to ensure that internal and external referrals and follow up appointments are responded to in a timely fashion.

## Job Specifics

Performs duties of Outpatient Access Specialist as required by departmental needs. Achieves and maintains proficiency in provision of excellent customer service, accuracy of data, and efficiency of work.

### **Patient Interaction**

- Opens a telephone encounter in the electronic medical record when patients have clinical questions.
- Assesses the urgency of a situation and determines the appropriate routing for the patient.
- Serves as a focal point for handling complaints, utilizes service recovery concepts, serves as front-line problem solver.
- Maintains and updates appointment scheduling resources.
- Allocates rooms to providers as available.
- Coordinates multiple schedules and monitors for changes in availability and overbooking.
- Coordinates and schedules procedures and tests.
- May assist with clinical tasks related to escorting patients to rooms and opening the encounter in the electronic medical record.

### **Performance Analysis**

- Coordinates daily efforts to edit and correct registration and billing errors.
- Monitors charge entry and reconciliation of area charges.
- Ensures accuracy of patient schedules.
- Identifies ways to reduce follow up, repetitive or corrective work.
- Reports to supervisor suggestions for increasing efficiency.

### **Financial Account Management**

- Establishes financial arrangements, on a daily basis.
- Reviews management reports on visit and charge data and reconciles these reports with services provided.

- When appropriate, follows up with providers to reconcile discrepancies, and provides recommendations to supervisor for updates to charges.

### **Supervision Exercised and Training**

- Responsible for monitoring own performance on assigned tasks.
- Self-directed: must make complex decisions independently and assist staff in complex decision making.
- May coordinate the duties of less experienced support staff.
- May train peers and/or less experienced support staff.
- Provides training to other clerical staff on all aspects of department-specific work, including orientation to registration, charge entry, and customer service.
- Acts as information resource for all departmental staff in regards to registration and billing activities.
- Attends educational programs for department at direction of supervisor and teaches other staff.
- The OAS is a resource to new staff regarding clinical electronic systems like electronic medical records.

### **Machine and Equipment Used**

- Standard office equipment including, but not limited to: telephone, fax machine, pneumatic tube system, copiers, personal computers, terminals, printers, scanners and credit card machines for point-of-service collection of copays.
- May use some clinic equipment

### **Additional Duties**

- Coordinates functions associated with patient information processing for ambulatory care visits and acts as a resource to staff performing those functions.
- Monitors and ensures that all functions are completed in an accurate, efficient, and customer friendly manner.
- Provides support for departmental activities including:
  - Monitoring inventory of supplies.
  - Supply ordering.
  - Maintenance clinic services (escorting patients, witnessing consent signatures, etc.).

### **Skills and Abilities**

Standard office equipment, including but not limited to: telephone, pneumatic tube system, printer, photo copier.

### **Requirements**

High school diploma and 2.5 years related work experience; or an equivalent combination of education and experience. Medical terminology experience required. Demonstrated ability to word process documents and enter data into a database. Demonstrated skills related to achievement of customer satisfaction. Ability to act as a resource to less experienced staff.

## Salary

This salary is \$14,000 for a part-time position of 20 hours a week.

## Additional Information

Individuals may qualify for loan repayment, forgiveness, or assistance depending on their particular circumstances. For more information, please see the National Health Service Corps' webpage (<https://nhsc.hrsa.gov/>). This includes those working with special populations (OUD) and in specific regions (rural communities).

# Security Officer

## Summary of Organization

[Insert brief summary of organization.]

## Position Overview

The Security Officer is a respectful, alert and attentive member of the clinic team. The position is located at a medical facility that provides support to individuals with opioid use disorder. The Security Officer's responsibilities are to maintain order and safety within the facility and to de-escalate as necessary. This position may provide support and backup as needed for the front desk. The Security Officer reports to the Clinical Coordinator (Clinic Director).

## Job Specifics

### **Typical Duties**

- Ensures the protection of all employees and patients within the clinic.
- Ensures that each patient entering the building has an I.D.
- Creates an orderly line at the clinic; has patients stand in single file while they are waiting to receive medication.
- Performs crowd control; makes sure that after receiving medication, patients leave the clinic in a timely manner, unless they have an appointment with a staff member.
- Prevents loitering and congregating in the parking lot and premises.
- Reports critical incidents that occur in parking lot or on premises.
- Contacts local authorities and cooperates with authorities in an emergency situation, as needed.
- Provides de-escalation support in preventing interference or disruption of operations.
- Reports and documents incidents whenever problems occur to the Clinical Coordinator.
- Maintains a safe and secure environment throughout the building, protecting the property from damage and destruction.
- Performs security check of facility at regular intervals throughout the day.
- Attends staff meetings and in-service training as directed by supervisor.
- Maintains professional attire at all times, including name badge, etc. to indicate role as a Security Officer.
- Provides front desk coverage as needed.
- Performs other related duties as determined by supervisor.

## Qualifications

Associate's degree in Police Science, Criminal Justice, or a related field, plus a minimum of 1 year relevant experience; or 4 years of directly applicable experience; or an equivalent combination of education, training and experience.

## Licensing and Certifications

Must possess a valid NYS Driver's License. Must have successfully completed training program and certification as a Security Officer.

## Salary

The salary is \$20,000 for a part-time position of 20 hours a week.

## Additional Information

Individuals may qualify for loan repayment, forgiveness, or assistance depending on their particular circumstances. For more information, please see the National Health Service Corps' webpage (<https://nhsc.hrsa.gov/>). This includes those working with special populations (OUD) and in specific regions (rural communities).

# Nurse Manager

## Summary of Organization

[Insert brief summary of organization.]

## Position Overview

The Nurse Manager (NM) is accountable for supporting standards of care and providing consultation and expertise in the delivery of patient care within the scope of practice intended by the Licensed Registered Nurse regulations of the New York State Nurse Practice Act at both the central and auxiliary clinics. The NM is involved in activities at the service, nursing practice and institutional level, and contributes to goal achievement through personal action and the facilitation of others. The NM participates in community and professional organizations, demonstrating commitment to the promotion of nursing's visibility and future. The NM provides expert patient care, serves as a resource, consults as requested, and communicates effectively within the unit and service. The NM also participates in the management of human resources, the development and evaluation of recruitment and retention strategies, and the monitoring of patient outcomes. The focus of the NM responsibilities reflects the expectations for appointment at the central clinic, program, and direct service level. The NM is assigned to the central clinic and reports to the Medical Director.

## Job Specifics

### **Clinical Practice**

- Provides patient care in an expert manner, following policies and procedures.
- Performs ongoing comprehensive assessments that include physiologic, psychosocial, and developmental components.
- Documents assessments, provision of care, medication administration, patient/family education, patient/family responses and care planning according to the central clinic and service standards.
- Safely and effectively administers and documents medications according to clinic policy.
- Identifies complex patient problems and collaborates in developing a plan of care based on evidence from the literature, best practice standards, and patient goals.
- Initiates multidisciplinary care planning.
- Provides information to patients with updated practice standards and activities based on best evidence.
- Implements age-specific, culturally, and spiritually competent nursing interventions to address patient/family needs and response to procedures, therapies and medications.
- Recognizes trends or subtle changes in patient/family response to care and responds effectively.
- Identifies patient safety issues and implements action plans or educational training based on needs.
- Evaluates the effectiveness of educational plan and revises as indicated.
- Demonstrates exemplary documentation within the central clinic.

## **Supervision**

- Monitors staff compliance with unit and service documentation standards.
- Ensures policies and procedures are followed by all staff.
- Provides constructive feedback to staff when deficiencies are evident.
- Collaborates with others to refine and revise documentation standards when indicated.
- Supervises the Registered Nurse.
- Supports the supervision of the Licensed Practical Nurse.
- Conducts periodic and annual performance reviews of nursing staff in collaboration with clinical staff.
- Serves as a mentor for others needing assistance with developing educational, clinical, and/or positive interpersonal skills and effective team member behaviors.
- Assumes primary responsibility for the central clinic in the absence of the Clinic Coordinator and assumes leadership for coordinating service activities and programs.
- Resolves conflict positively and in a timely manner, working directly with co-workers to address issues.

## Requirements

### **Education**

- The RN has fulfilled the requirements to be a Licensed Registered Nurse in NY State; BSN preferred.

### **Experience** (minimum required)

- Two to three years' experience in direct nursing care; experience with patients of all ages preferred.
- Ambulatory care and telephone triage experience preferred.
- Computer literacy essential.

### **License/Certification Required**

- NYS Licensed RN, CPR (AHA)

### **Skills** (to include equipment, software, etc.)

- Effective interpersonal communication and problem-solving skills.
- Ability to work collaboratively and courteously with others.
- Must pass a medication exam/CNET Test.

### **Licenses and Certifications**

- Maintain current New York State Licensure as a Registered Nurse.
- Current CPR BLS Certification.

## Salary

The salary is \$80,000 for a full-time position.

## Additional Information

Individuals may qualify for loan repayment, forgiveness, or assistance depending on their particular circumstances. For more information, please see the National Health Service Corps' webpage (<https://nhsc.hrsa.gov/>). This includes those working with special populations (OUD) and in specific regions (rural communities).



# Registered Nurse

## Summary of Organization

[Insert brief summary of organization.]

## Position Overview

Provides direct patient care, documentation, administration of medications, and minor laboratory testing, and communicates with patients, health care providers, pharmacies and vendors within the scope of practice intended by the Licensed Registered Nurse regulations of the New York State Nurse Practice Act. Makes decisions regarding urgency of needs and triages emergent care situations to the appropriate care provider. Collaborates with residents, physicians, and social workers in clinical decision making and follows up on patient care needs.

## Job Specifics

### **Essential Job Functions**

- Practices within the scope of practice intended by the Licensed Registered Nurse regulations of the New York State Nurse Practice Act.
- Provides direct patient care to families according to community standards for outpatient care, Primary Care Network protocols, procedures and guidelines, and professional nursing standards of care.
- Telephone triage utilizing professional nursing assessment skills and identified triage standards in decision-making regarding the urgency of patient needs.
- Telephone follow-up with patients utilizing professional nursing assessment skills and/or as directed by providers.
- Administers treatments and medications, patient teaching and health education directly to patients in collaboration with provider.
- Documents all patient interactions.

### **Supervision**

- Supervises the Dispensing Nurse and the Ambulatory Clinical Technician.

### **Additional Tasks**

- Performs other tasks as requested or assigned to the function of registered nurse.
- Participates in staff meetings to improve efficiency of delivery of quality health care to patients.
- Makes recommendations and assists with implementation and evaluation of the recommendations agreed upon.
- Participates in development, implementation and maintenance of quality improvement programs at the practice.
- Management and coordination of medical supplies and medications, as assigned.
- Follows regulatory and accrediting agency regulations, standards, processes and guidelines.

- Performs other tasks as requested or assigned to the function of Registered Nurse.

## Requirements

### **Education**

- The RN has fulfilled the requirements to be a Licensed Registered Nurse in NY State; BSN preferred.

### **Experience** (minimum required)

- Two to three years' experience in direct nursing care; experience with patients of all ages preferred. Ambulatory care and telephone triage experience preferred.
- Computer literacy essential.

### **License/Certification Required**

- NYS Licensed RN, CPR (AHA)

### **Skills** (to include equipment, software, etc.)

- Effective interpersonal communication and problem-solving skills.
- Ability to work collaboratively and courteously with others.
- Must pass a medication exam/CNET Test.

## Salary

This position is full-time and the salary is \$67,000.

## Additional Information

Individuals may qualify for loan repayment, forgiveness, or assistance depending on their particular circumstances. For more information, please see the National Health Service Corps' webpage (<https://nhsc.hrsa.gov/>). This includes those working with special populations (OUD) and in specific regions (rural communities).

# Ambulatory Clinical Technician

## Summary of Organization

[Insert brief summary of organization.]

## Position Overview

The Ambulatory Clinical Technician (ACT) performs clinical duties in addition to clerical functions to support care providers in the delivery of patient care activities. These duties include a variety of technical, procedural, and information systems tasks, as well as administrative support as defined below. The ACT is expected to engage in customer service activities using a patient and family centered approach. He/she exercises skill, with latitude for independent judgment, in decisions regarding patient flow, procedural support, management of equipment and supplies within patient rooms in meeting provider needs. The ACT acts in a manner that is open and approachable and conducive to teamwork within the area of practice and acts as a role model to new staff. The ACT receives clinical guidance from the Nurse Leader and medical/nursing providers (MD's, DO's, NP's, CNS, RNs). She/he will report directly to the Nurse for matters relevant to performance management and professional development.

## Job Specifics

### Clinical Practice

- Obtains and records vital signs per unit policy/standards of care.
- Conducts screening for pain, allergies, and other patient specific measures during office visits per unit standards and in accordance with workflows.
- Documents blood pressure findings, pain score, and allergy information in the electronic medical record (EMR).
- Utilizes daily schedules in identifying tasks/flow to be carried out with assigned patients/groups.
- Maximizes room utilization (exam and procedure rooms) through by establishing efficient communication systems with other members of the team and through assuring ensuring that needed supplies are available.
- Performs specimen collection duties (i.e. –urine toxicology screens), following the appropriate procedures for specimen collection and labeling, utilizing EMR as part of the process.
- Notifies provider of patient arrival.
- Observes patients and reports any changes in patient condition to appropriate provider during exam or procedure.
- Performs telephone outreach activities to reschedule patients who may be due for appointments or have missed a previously scheduled appointment.
- Recognizes emergency situations and initiates appropriate response following the direction of nurses, physicians and other authorized personnel during emergencies.
- Executes other duties within scope of training as assigned by direct supervisor and other authorized professional staff.

## **Clerical Practice**

- Tracks and inputs encounter forms.
- Maintains daily schedules for groups and individual sessions of clinicians.
- Maintains accurate patient demographic information in the scheduling system.
- Performs reception desk duties and provides coverage of desk as assigned by supervisor.
- Performs other daily clerical tasks as assigned by supervisor.

## **Clinical Support Coordination**

- Maintains clinical equipment through appropriate disinfection and operational maintenance procedures as per clinic policy.
- Performs daily, weekly, monthly checks on equipment (as per standard) and documents quality control results as required.
- Conducts inventory of supplies and requisitions needed supplies from supervisor.
- Assists in scheduling bio-medical engineering or outside vendors in the calibration and maintenance of equipment.
- Assists with maintenance and inventory of sterile and non-sterile supplies and specialty equipment.
- Prepares instruments for decontamination and sterilization.

## **Performance Improvement and Development**

- Collects data for ongoing development of the ROADSS model.
- Collects data for quality improvement studies including access to care.
- Works with unit leadership in identifying areas for improvement and opportunities to improve patient and provider experiences in the region.
- Assists in the tracking of supply utilization for cost trending purposes.
- Actively participates in administrative meetings as assigned.

## **Skills and Abilities**

### **ACT Skills**

- Strong communication skills and can demonstrate these skills through written, verbal, and non-verbal interactions with other members of the intra-disciplinary team, patients, families, as well as other internal or external consumers (healthcare providers, group homes, pharmacies, home healthcare agencies, etc.).
- She/he must demonstrate exceptional caring and concern for the patients, and demonstrate exceptional customer relation skills with providers and other staff.
- He/she is comfortable with the use of computer programs such as Microsoft Office products, and EMR.

### **ACT Abilities**

- The ACT can work in an efficient manner by prioritizing assignments, demonstrating skill in proactively resolving problems, and recommending and implementing continuous quality improvements.

- He/she must be attuned to the needs of an adult patient population with substance use and mental illness.

## Requirements

Associate's degree and/or certificate in a related field, i.e. medical assisting; or three years of experience in a patient care setting; or equivalent combination of education and experience. Knowledge of medical terminology and procedures is preferred.

## Salary

This position is full-time and the salary is \$32,000.

## Additional Information

Individuals may qualify for loan repayment, forgiveness, or assistance depending on their particular circumstances. For more information, please see the National Health Service Corps' webpage (<https://nhsc.hrsa.gov/>). This includes those working with special populations (OUD) and in specific regions (rural communities).

# Licensed Practical Nurse (Dispensing Nurse)

## Summary of Organization

[Insert brief summary of organization.]

## Position Overview

The proficient Licensed Practical Nurse (LPN), under the direction of the Nurse Manager and supervised by the Registered Nurse (RN), is accountable for provision of direct care to assigned patients. The proficient LPN contributes to medication dispensing and unit activities, and supports enhancement of the care delivery system at the clinic level. The proficient LPN works as a team member and assists other staff members with implementing patient care.

## Job Specifics

### **Clinical Practice**

- Assumes responsibility of care for assigned patients under the direction of the RN.
- Documents collected data, provision of care, and medication administration according to unit and service standards.
- Participates in conjunction with the assigned RN in patient education as outlined in the plan of care.
- Safely and effectively administers and documents medications according to clinic policy.
- Assists in the identification of patient and family needs.
- Participates in plan of care, implements appropriate nursing interventions, and contributes to patient/family education through collection of data, interdisciplinary team collaboration, documentation and excellent communication.
- Identifies basic age-specific, cultural, and spiritual needs of patients and families.
- Clearly communicates these needs to appropriate members of the care team.
- Recognizes obvious changes in patient status seeking appropriate resources to address concerns.
- Consistently works to promote safe and effective patient care.

### **Service Excellence**

- Maintains positive relationships with all members of the healthcare team.
- Resolves conflict effectively in a timely manner, working directly with co-workers to address issues.
- Treats patients, families, and colleagues with kindness, courtesy, consideration and respect for diverse viewpoints and cultures.
- Listens attentively and communicates in a clear, courteous, caring manner appropriate to the situation.
- Demonstrates ability to work well with others through responsiveness, approachability and constructive behavior.

### **Professional Development**

- Demonstrates responsibility for learning to improve self and performance.
- Accepts and acts on constructive feedback in a positive manner.
- Supports peers and students during learning opportunities.
- Identifies and communicates educational needs of staff to unit leadership.
- Functions effectively as a preceptor for staff and students.
- Contributes to the orientation of new team members.
- Complies with all annual competency updates and requirements

## Qualifications

### **Licenses and Certifications**

- Maintains current New York State licensure as a Licensed Practical Nurse.
- Current CPR BLS certification.

## Salary

The salary is \$38,000 for a full-time position.

## Additional Information

Individuals may qualify for loan repayment, forgiveness, or assistance depending on their particular circumstances. For more information, please see the National Health Service Corps' webpage (<https://nhsc.hrsa.gov/>). This includes those working with special populations (OUD) and in specific regions (rural communities).

## Auxiliary Clinic



## Lead (Charge) Nurse

### Brief Summary of Organization

[Insert brief summary of organization.]

### Position Overview

The Lead Nurse (LN) provides administrative leadership at the auxiliary clinic and is a bridge between the central clinic and auxiliary clinic. The LN provides direct patient care, documentation, administration of medications, minor laboratory testing, and communicates with patients, health care providers, pharmacies and vendors within the scope of the auxiliary clinic. The LN makes decisions regarding urgency of needs, and triages emergent care situations to the appropriate provider. The LN collaborates internally with the auxiliary team around clinical decision making and follows up on patient care needs. The LN complies with the Licensed Registered Nurse regulations of the New York State Nurse Practice Act.

### Job Specifics

#### **Clinical Duties**

- Practices within the scope as intended by the Licensed Registered Nurse regulations of the New York State Nurse Practice Act.
- Provides direct patient care to families according to community standards for outpatient care, Primary Care Network protocols, procedures and guidelines, and professional nursing standards of care.
- Telephone triage utilizing professional nursing assessment skills and identified triage standards in decision-making regarding the urgency of patient needs.
- Telephone follow-up with patients utilizing professional nursing assessment skills and/or as directed by providers.
- Administers treatments and medications, patient teaching and health education directly to patients in collaboration with provider visits.
- Documents all patient interactions.

#### **Leadership**

- Supervises the Licensed Practical Nurse, Security Guard, and Ambulatory Clinical Technician.
- Provides leadership at the auxiliary clinic by acting as mentor to clinical staff.
- Builds a strong team within the auxiliary clinic while bridging communication with the central clinic.

#### **Additional Tasks**

- Performs other tasks as requested or assigned to the function of registered nurse.
- Participates in staff meetings to improve efficiency in delivery of quality health care to patients.

- Makes recommendations and assists with implementation and evaluation of the recommendations agreed upon.
- Participates in development, implementation and maintenance of quality improvement programs at the practice.
- Coordinates the management and coordination of medical supplies and medications at the auxiliary clinic.
- Follows regulatory and accrediting agency regulations, standards, processes and guidelines.

## Requirements

### **Education**

- The LN has fulfilled the requirements to be a Licensed Registered Nurse in New York State; BSN preferred.

### **Experience** (minimum required)

- Two to three years' experience in direct nursing care; experience with patients of all ages preferred. Ambulatory care and telephone triage experience preferred.
- One year of supervisory experience.
- Computer literacy essential.

### **License/Certification Required**

- NYS Licensed RN, CPR (AHA)

### **Skills**

- Effective interpersonal communication and problem-solving skills.
- Ability to work collaboratively and courteously with others.
- Must pass a medication exam test.

## Salary

This position has a 0.35 full-time equivalent. The salary is \$32,000.

## Additional Information

Individuals may qualify for loan repayment, forgiveness, or assistance depending on their particular circumstances. For more information, please see the National Health Service Corps' webpage (<https://nhsc.hrsa.gov/>). This includes those working with special populations (OUD) and in specific regions (rural communities).

# Security Officer

## Summary of Organization

[Insert brief summary of organization.]

## Position Overview

The Security Officer is a respectful, alert and attentive member of the clinic team. The position is located at a medical facility that provides support to individuals with opioid use disorder. The Security Officer's responsibilities are to maintain order and safety within the facility and to de-escalate as necessary. This position may provide support and backup as needed for the front desk. The Security Officer reports to the Clinical Coordinator (Clinic Director).

## Job Specifics

### **Typical Duties**

- Ensures the protection of all employees and patients within the clinic.
- Ensures that each patient entering the building has an I.D.
- Creates an orderly line at the clinic; has patients stand in single file while they are waiting to receive medication.
- Performs crowd control; makes sure that after receiving medication, patients leave the clinic in a timely manner, unless they have an appointment with a staff member.
- Prevents loitering and congregating in the parking lot and premises.
- Reports critical incidents that occur in parking lot or on premises.
- Contacts local authorities and cooperates with authorities in an emergency situation, as needed.
- Provides de-escalation support in preventing interference or disruption of operations.
- Reports and documents incidents whenever problems occur to the Clinical Coordinator.
- Maintains a safe and secure environment throughout the building, protecting the property from damage and destruction.
- Performs security check of facility at regular intervals throughout the day.
- Attends staff meetings and in-service training as directed by supervisor.
- Maintains professional attire at all times, including name badge, etc. to indicate role as a Security Officer.
- Provides front desk coverage as needed.
- Performs other related duties as determined by supervisor.

## Qualifications

Associate's degree in Police Science, Criminal Justice, or a related field, plus a minimum of 1 year relevant experience; or 4 years of directly applicable experience; or an equivalent combination of education, training and experience.

## Licensing and Certifications

Must possess a valid NYS Driver's License. Must have successfully completed training program and certification as a Security Officer.

## Salary

The salary is \$20,000 for a part-time position of 20 hours a week.

## Additional Information

Individuals may qualify for loan repayment, forgiveness, or assistance depending on their particular circumstances. For more information, please see the National Health Service Corps' webpage (<https://nhsc.hrsa.gov/>). This includes those working with special populations (OUD) and in specific regions (rural communities).

# Ambulatory Clinical Technician

## Summary of Organization

[Insert brief summary of organization.]

## Position Overview

The Ambulatory Clinical Technician (ACT) performs clinical duties in addition to clerical functions to support care providers in the delivery of patient care activities. These duties include a variety of technical, procedural, and information systems tasks, as well as administrative support as defined below. The ACT is expected to engage in customer service activities using a patient and family centered approach. He/she exercises skill, with latitude for independent judgment, in decisions regarding patient flow, procedural support, management of equipment and supplies within patient rooms in meeting provider needs. The ACT acts in a manner that is open and approachable and conducive to teamwork within the area of practice and acts as a role model to new staff. The ACT receives clinical guidance from the Nurse Leader and medical/nursing providers (MD's, DO's, NP's, CNS, RNs). She/he will report directly to the Nurse for matters relevant to performance management and professional development.

## Job Specifics

### Clinical Practice

- Obtains and records vital signs per unit policy/standards of care.
- Conducts screening for pain, allergies, and other patient specific measures during office visits per unit standards and in accordance with workflows.
- Documents blood pressure findings, pain score, and allergy information in the electronic medical record (EMR).
- Utilizes daily schedules in identifying tasks/flow to be carried out with assigned patients/groups.
- Maximizes room utilization (exam and procedure rooms) through by establishing efficient communication systems with other members of the team and through assuring ensuring that needed supplies are available.
- Performs specimen collection duties (i.e. –urine toxicology screens), following the appropriate procedures for specimen collection and labeling, utilizing EMR as part of the process.
- Notifies provider of patient arrival.
- Observes patients and reports any changes in patient condition to appropriate provider during exam or procedure.
- Performs telephone outreach activities to reschedule patients who may be due for appointments or have missed a previously scheduled appointment.
- Recognizes emergency situations and initiates appropriate response following the direction of nurses, physicians and other authorized personnel during emergencies.
- Executes other duties within scope of training as assigned by direct supervisor and other authorized professional staff.

## **Clerical Practice**

- Tracks and inputs encounter forms.
- Maintains daily schedules for groups and individual sessions of clinicians.
- Maintains accurate patient demographic information in the scheduling system.
- Performs reception desk duties and provides coverage of desk as assigned by supervisor.
- Performs other daily clerical tasks as assigned by supervisor.

## **Clinical Support Coordination**

- Maintains clinical equipment through appropriate disinfection and operational maintenance procedures as per clinic policy.
- Performs daily, weekly, monthly checks on equipment (as per standard) and documents quality control results as required.
- Conducts inventory of supplies and requisitions needed supplies from supervisor.
- Assists in scheduling bio-medical engineering or outside vendors in the calibration and maintenance of equipment.
- Assists with maintenance and inventory of sterile and non-sterile supplies and specialty equipment.
- Prepares instruments for decontamination and sterilization.

## **Performance Improvement and Development**

- Collects data for ongoing development of the ROADSS model.
- Collects data for quality improvement studies including access to care.
- Works with unit leadership in identifying areas for improvement and opportunities to improve patient and provider experiences in the region.
- Assists in the tracking of supply utilization for cost trending purposes.
- Actively participates in administrative meetings as assigned.

## **Skills and Abilities**

### **ACT Skills**

- Strong communication skills and can demonstrate these skills through written, verbal, and non-verbal interactions with other members of the intra-disciplinary team, patients, families, as well as other internal or external consumers (healthcare providers, group homes, pharmacies, home healthcare agencies, etc.).
- She/he must demonstrate exceptional caring and concern for the patients, and demonstrate exceptional customer relation skills with providers and other staff.
- He/she is comfortable with the use of computer programs such as Microsoft Office products, and EMR.

### **ACT Abilities**

- The ACT can work in an efficient manner by prioritizing assignments, demonstrating skill in proactively resolving problems, and recommending and implementing continuous quality improvements.

- He/she must be attuned to the needs of an adult patient population with substance use and mental illness.

## Requirements

Associate's degree and/or certificate in a related field, i.e. medical assisting; or three years of experience in a patient care setting; or equivalent combination of education and experience. Knowledge of medical terminology and procedures is preferred.

## Salary

This position is full-time and the salary is \$32,000.

## Additional Information

Individuals may qualify for loan repayment, forgiveness, or assistance depending on their particular circumstances. For more information, please see the National Health Service Corps' webpage (<https://nhsc.hrsa.gov/>). This includes those working with special populations (OUD) and in specific regions (rural communities).

# Licensed Practical Nurse (Dispensing Nurse)

## Summary of Organization

[Insert brief summary of organization.]

## Position Overview

The proficient Licensed Practical Nurse (LPN), under the direction of the Nurse Manager and supervised by the Registered Nurse (RN), is accountable for provision of direct care to assigned patients. The proficient LPN contributes to medication dispensing and unit activities, and supports enhancement of the care delivery system at the clinic level. The proficient LPN works as a team member and assists other staff members with implementing patient care.

## Job Specifics

### **Clinical Practice**

- Assumes responsibility of care for assigned patients under the direction of the RN.
- Documents collected data, provision of care, and medication administration according to unit and service standards.
- Participates in conjunction with the assigned RN in patient education as outlined in the plan of care.
- Safely and effectively administers and documents medications according to clinic policy.
- Assists in the identification of patient and family needs.
- Participates in plan of care, implements appropriate nursing interventions, and contributes to patient/family education through collection of data, interdisciplinary team collaboration, documentation and excellent communication.
- Identifies basic age-specific, cultural, and spiritual needs of patients and families.
- Clearly communicates these needs to appropriate members of the care team.
- Recognizes obvious changes in patient status seeking appropriate resources to address concerns.
- Consistently works to promote safe and effective patient care.

### **Service Excellence**

- Maintains positive relationships with all members of the healthcare team.
- Resolves conflict effectively in a timely manner, working directly with co-workers to address issues.
- Treats patients, families, and colleagues with kindness, courtesy, consideration and respect for diverse viewpoints and cultures.
- Listens attentively and communicates in a clear, courteous, caring manner appropriate to the situation.
- Demonstrates ability to work well with others through responsiveness, approachability and constructive behavior.

### **Professional Development**



- Demonstrates responsibility for learning to improve self and performance.
- Accepts and acts on constructive feedback in a positive manner.
- Supports peers and students during learning opportunities.
- Identifies and communicates educational needs of staff to unit leadership.
- Functions effectively as a preceptor for staff and students.
- Contributes to the orientation of new team members.
- Complies with all annual competency updates and requirements

## Qualifications

### **Licenses and Certifications**

- Maintains current New York State licensure as a Licensed Practical Nurse.
- Current CPR BLS certification.

## Salary

The salary is \$38,000 for a full-time position.

## Additional Information

Individuals may qualify for loan repayment, forgiveness, or assistance depending on their particular circumstances. For more information, please see the National Health Service Corps' webpage (<https://nhsc.hrsa.gov/>). This includes those working with special populations (OUD) and in specific regions (rural communities).

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