QUALIFICATIONS

1. Associate degree in business or equivalent in business experience.
2. Experience and/or training in various aspects of general office practices as well as excellent
   organizational and clerical skills.
3. Able to receive direction and independently follow tasks through with minimum supervision.
4. Reasonable speed operating office equipment necessary in performance of job description duties,
   organizational responsibilities and skills and in performance of filing functions.
5. Possess a high level of computer skills to include preparation of documents, data entry, and
   review and interpretation of reports from computer database and e-mail. Efficiency in the use of
   e-mail for inter-office and external communication.
6. Knowledge and ability to create and maintain logs for educational systems, Hospice surveys,
   chart reviews, OSHA, Accolades and Incidents and Complaints with excellent comprehensive
   record keeping skills.
7. Ability to research as requested; identifying appropriate sources, gathering information from
   those sources and compiling the information to provide a clear, concise written synopsis.
8. Ability to perform data analysis; extracting useful data, suggesting conclusions and providing
   information required for decision making.
9. Ability to impart knowledge of computer/program operations to fellow staff members as needed
   to enhance their job performance in whatever manner matches their learning style.
10. Demonstrate excellent critical thinking skills.
11. Effective interpersonal and communication skills.
12. Detail oriented, able to multi-task and remain flexible with assignments.
13. Maintains professional integrity throughout performance of all job duties, demonstrates
    exemplary work ethic and upholds attendance standards.
14. Able to hold all personnel matters in confidence including all aspects of SCH business.
15. Able to work as a high level team member and serve as a positive representative of SCH at all
    times.
16. Able to act in a kind, decent and respectful manner at all times.
17. Able to be flexible as to work schedule in response to the needs of the organization, including
    emergency availability outside of regular office hours, e.g. weekends, holidays, etc.
18. Must possess, or within 30 days be able to possess, a valid Oregon Driver’s License or ID card,
    dependable transportation and proof of automobile insurance coverage.

PHYSICAL REQUIREMENTS

1. Ability to work in an office setting and lift a maximum of 25 lbs., using a two person assist for
   any awkwardly sized or over 25 lbs. objects.
2. Ability to communicate telephonically with staff and members of the community.
4. Ability to execute frequent reaching, bending, handling, lifting and filing of records
5. Ability to sit a majority of the work day except for breaks and lunch.

WORK ENVIRONMENT

- Typical physical office environment
- Extended workdays are an occasional occurrence as needed to support the needs of the
  organization.
- This is a full time 40 hours per week
SKILLS REQUIRED

1. Keyboarding @ 50 wpm
2. Word processing
3. Intermediate knowledge & proficiency in use Office 2010
4. Strong skills in Access data base, Snagit and Foxit Reader
5. Strong mathematical skills
6. Excellent verbal, written and listening communication skills
7. High level and trouble shooting computer skills
8. Management of telephone system

PURPOSE

Provide support and training to Care Team members as relates to Consolo (SCH’s electronic protected health information system). Provide QI/HR/Safety manager with requested information gathered through research, data analysis, critical and systemic thinking about this information, presenting it and data in a manner that assists in the decision making process. Also provide other technical and clerical support for QI/HR/Safety manager in all aspects of his/her duties, with a focus on compliance and quality improvement. Also provide reports, documentation, etc. for Family Services as assigned. Work closely with inter-related departments to provide support and assistance as directed.

SUPERVISION RECEIVED

QI Support Staff is supervised by the QI/HR/Safety Manager. In his/her absence the QI Support Staff position will report to other manager as assigned.

SUPERVISION EXERCISED

None

ASSIGNMENTS

Certain duties and assignments will be governed by inter-departmental agreements.

DUTIES AND RESPONSIBILITIES

1. Must report for work at scheduled time, ready to perform work functions and remain on task while completing entire scheduled shift.
2. Responsible to create training modules/tutorials instructing all staff members in better utilizing available computer programs in the performance of their job duties.
3. When necessary will provide one-on-one training in the utilization of computer programs.
4. Cross-train in front desk functions to provide office coverage and switchboard back up as requested.
5. Provide front desk coverage for CBEC as needed.
6. Receive information about memorial contributions, write receipts, log donations, create thank you notes and send notes to the bereaved listing those who donated in memory of their loved one.
SOUTH COAST HOSPICE & PALLIATIVE CARE SERVICES, INC.

JOB DESCRIPTION – QI/Family Services Technical Support

SCH QI

1. Provide technical support and assistance to the QI manager in the development of the formal South Coast Hospice QAPI (Quality Assurance Performance Improvement) program.
2. Hospice Surveys. Tally surveys and results for 4 week, 4 month, Caregiver Surveys and PCS Surveys.
3. Input NHPCO End of Life Family Survey results into on-line national benchmarking NHPCO Dart System.
5. Chart Reviews. Record the results of monthly Chart Review Action Logs. Both Acumenitra and regular charts are selected and reviewed.
6. Record all accolades received from Patient/Family Surveys in Hospice Accolade Report and posts quarterly.
7. Incidents and Complaints - Record all incidents and complaints and their updates as received in the Incident and Complaint Report.
8. Provide technical computer support in developing educational tutorials, PowerPoint presentations, Excel tables, spreadsheets, graphs, etc., as well as any other programs required to create professional documents.

Compliance

1. Provide technical support and assistance in the developing a formal mock survey to aid in assessing where the organization is in the compliance program.
2. Provide assistance in the further development of the SCH/PCS Disaster Preparedness program.
3. Track 4 week, 4 month, Caregiver Hospice surveys and PCS surveys.
4. Track all chart reviews, including joint reviews with Bay Area Hospital.
5. Track all incident reports through the process.

Consolo

1. Responsible for orienting new field staff, or support staff as deemed necessary or assigned, on the use of the Consolo program.
2. Provide technical guidance, training and support to all field staff as regards to working within Consolo.
3. Prepare and update tutorials as Consolo improves and updates their programming.

Family Services

1. Responsible for tracking all PIPs (Performance Improvement Program) developed to address COPs (Conditions of Participation).
2. Responsible to create monthly management reports for Family Services.
3. Responsible to provide technical guidance, training and support to Family Services staff in the use of Consolo and other computer documentation, etc.
4. Responsible for maintaining training Glossary at direction of CBEC Manager.
5. Responsible for producing training materials at direction of CBEC Manager.
6. Responsible for transcribing materials provided by CBEC Manager.
Other Duties & Responsibilities

1. Assists Human Resource Manager with office related tasks, i.e. typing minutes, preparing correspondence, computer utilization, errands, and distribution of materials.
2. Assist in Human Resource and Education departments as assigned by Human Resource/QI Manager.
3. Cross-trained to assist in administering the SCH benefits program.
4. Individually responsible to conduct him/herself in a safe manner during the performance of all job-related duties and to bring unsafe conditions to the attention of the person within the organization in charge of safety issues.
5. Participate in staff training and educational programs as it relates to position held.
6. Assist in other work responsibilities as requested or assigned by the HR/QI/Safety Manager or Executive Director.
7. To adhere to all SCH Personnel Policies, including but not limited to:
   - Please initial _____ SCH Standards of Conduct as described in the agency’s Compliance Plan.
   - Please initial _____ SCH Privacy Practices in accordance with HIPPA regulations.
   - Please initial _____ SCH Sexual Abuse and Molestation Policy.
   - Please initial _____ Demonstrates a kind, decent and respectful behavior.
   - Please initial _____ Honor, respect, protect and promote patients’ rights and individualized care.

This position description describes the general nature and level of duties and responsibilities required of persons assigned to this position. It is not intended to include all duties and responsibilities. The order in which duties and responsibilities are listed is not significant.

I have received a copy of this job description and have had an opportunity to discuss it.

_______________________________________________________________
Employee’s Signature                                           Date

_______________________________________________________________
Manager’s Signature                                           Date

_______________________________________________________________
Executive Director’s Signature                                Date

Accommodations for disabilities will be made whenever possible unless such accommodations would create an undue hardship on South Coast Hospice and Palliative Care Services, Inc.