



INTAKE NURSE

GENERAL DEFINITION OF WORK

Performs intermediate skilled administrative support work in triaging and processing referrals, serving as a liaison between clients, nurses, home health aides, health care providers and others to provide efficient and appropriate care to clients, and related work as apparent or assigned. Work is performed under the limited supervision of the Public Health Supervisor and/or the Assistant Administrator of Programs and Services.

QUALIFICATION REQUIREMENTS

To perform this job successfully, an individual must be able to perform each essential function satisfactorily. The requirements listed below are representative of the knowledge, skill and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

ESSENTIAL FUNCTIONS

Provides first line of consultation for client referrals for hospice, family health and waiver program areas. Obtains necessary confidential health information from clients, providers and case managers.

Uses critical thinking and nursing knowledge to triage client, provider and partner inquiries about all public health programming.

Manages and orders medical supplies for clients and staff.

Orders and administers vaccinations to staff and clients; is designated as facility Back-up Vaccine Coordinator and Back-up Vaccine Manager.

Receives and appropriately processes incoming calls, faxes, emails and face-to-face public communication.

Collaborates with nurses, social workers and home health aides on client follow-up; serves as liaison between nurses and aides regarding changes/concerns in client health condition for care coordination.

Identifies and responds to client and family needs by assigning home health aide with skills needed; communicates with home health aides and hospice staff to ensure quality services are provided and that client and family requests are met.

Provides administrative assistance for the hospice, waivers and family health programs and actively participates on the quality performance team to assure smooth and efficient office operation.

Provides support to the public health nurses related to coordination of medications, durable medical equipment and physician orders, to efficiently meet client needs.

Provides consultation and information on communicable disease prevention and control.

Contributes to the development of individual and organizational competencies that strengthen the quality and performance of public health practice and participate in organizational capacity building and training activities to advance competencies.

Prepares for and responds to disasters; assists communities in disaster recovery; works with staff, community partners and clients to develop and implement emergency preparedness planning and programming.

Assures ongoing current knowledge of state and federal programs and services available to serve clients and the community.

Develops and maintains computer skills relevant to applicable programs, attends meetings and training sessions appropriate for program and licensure.

KNOWLEDGE, SKILLS AND ABILITIES

Thorough knowledge of standard office equipment, paper and electronic patient chart documentation and medical record forms, timesheets and mileage reports; thorough knowledge of standard office software. Skill in planning and organizing work, managing multiple priorities, being flexible in responding to the demands of the workplace and maintaining a high level of detail orientation. Thorough knowledge of medical terminology and community health and resources. General knowledge of related industry, organization, and agency policies, practices and procedures, the Nurse Practice Act, Health Insurance Portability and Accountability Act (HIPAA), Medicare rules, related industry organization and agency legal guides, recommendations and best practices; public health and hospice core functions, philosophy and procedures. Ability to make arithmetic computations using whole numbers, fractions and decimals, and to compute rates, ratios and percentages; to communicate effectively in oral and written forms; to establish and maintain effective working relationships with vendors, service providers, state and federal agencies, citizens, associates and the general public; to maintain confidentiality; thorough skill in documentation and record keeping. Ability to perform public health emergency response duties as assigned. Ability to establish, maintain, code, modify, track and retrieve information and compile data that may require searching files, records, computer files, spreadsheets and customized database applications. Ability to be tactful at all times and establish effective working relationships to carry out job duties; ability to be non-judgmental and culturally appropriate to each person being served.

EDUCATION AND EXPERIENCE

Associates/technical degree in nursing and one to three years of experience working as a licensed practical nurse.

PHYSICAL REQUIREMENTS

This work requires the occasional exertion of up to 25 pounds of force; work regularly requires sitting, speaking or hearing, using hands to finger, handle or feel and repetitive motions and frequently requires standing, standing, walking, stooping, kneeling, crouching or crawling, reaching with hands and arms, pushing or pulling and lifting; work has standard vision requirements; vocal communication is required for expressing or exchanging ideas by means of the spoken word and conveying detailed or important instructions to others accurately, loudly or quickly; hearing is required to perceive information at normal spoken word levels and to receive detailed information through oral communications and/or to make fine distinctions in sound; work requires preparing and analyzing written or computer data, visual inspection involving small defects and/or small parts, using of measuring devices, operating machines, operating motor vehicles or equipment and observing general surroundings and activities; work occasionally requires exposure to fumes or airborne particles, exposure to outdoor weather conditions, exposure to bloodborne pathogens and may be required to wear specialized personal protective equipment and wearing a self contained breathing apparatus; work is generally in a moderately noisy location (e.g. business office, light traffic).

SPECIAL REQUIREMENTS

Current Minnesota License - Licensed Practical Nurse

Upon employment or within six months of hire, training in AWAIR, CPR, Employee Right to Know, NIMS, bloodborne pathogens, TB/respiratory protection, Emergency Action Plan, HIPAA, Data Practices and fire training.

Valid driver's license in the State of Minnesota.