NATIONAL INSTITUTE for MEDICAL RESPITE CARE

Standard 7:
Medical respite care personnel are equipped to address the needs of people experiencing homelessness.

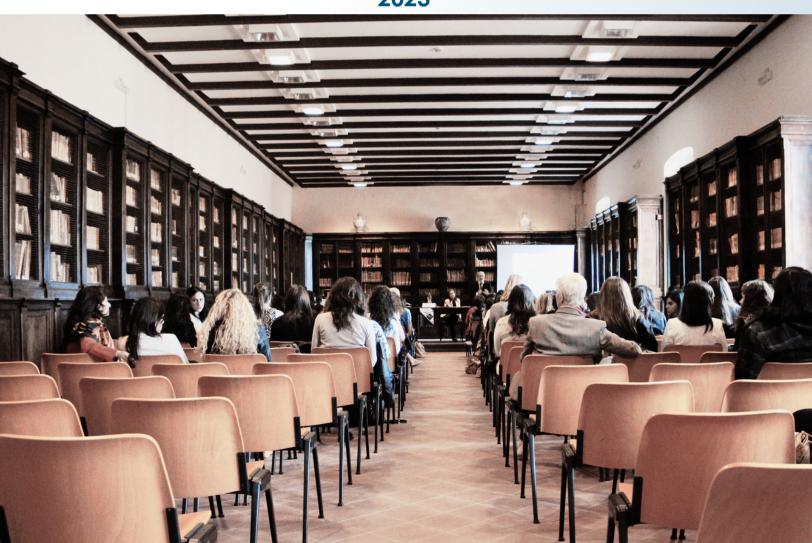**2023**

Table of Contents

Job Description

<div align="right">

JOB TITLE: **Registered Nurse**
PROGRAM/DEPARTMENT: **Medical Respite Care Program**
REPORTS TO: **Respite Manager**
SUPERVISES: **N/A**
PRIMARY WORK LOCATION: **Various Locations**
EMPLOYMENT CLASSIFICATION: **Exempt**
TYPICAL WORK SCHEDULE: **Schedule Varies**
LAST REVIEWED: **9/2018**
REVIEWED BY: **DON**

</div>

Job Summary

Provides basic nursing care to participants in the 28-bed medical respite care program.

Essential Job Functions

Employee must be able to perform essential job duties with or without reasonable accommodation and without posing a direct threat to safety or health of self or others. To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The essential job duties listed below are representative of the knowledge, skill, and/or ability required to perform this job and do not represent an exhaustive list of job functions. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential job duties.

1. Provides nursing care to program participants at Organization, on an as needed basis as determined by individualized needs assessment.

2. Travels between Organization locations to ensure patient needs are being met.

3. Works with local hospitals, community clinics, social service agencies, and other Organization programs to ensure appropriate continuity of care.

4. Gathers information for a complete patient database including: a complete physical and psychological history and assessment; list of current medications, dosages, and allergies; obtains vital signs; gathers pertinent information such as laboratory and other test results; performs laboratory procedures independently and/or as requested by the healthcare provider.

5. Assists program manager in answering the respite referral line and triaging respite referrals based on patient acuity, program requirements and bed availability.

6. Performs some nursing case management which may include: scheduling medical appointments, clarifying the follow-up plan of care with appropriate medical provider, assisting patients with obtaining needed medication, and occasional transport of patients.

7. Coordinates care both with Health Center and other community healthcare providers.

8. Provides patient education that is tailored to the individual learning style, education and/or reading level and is sensitive to the culture of the individual patient.

9. Other duties as assigned by management.

Education and Work Experience

1. AD, BSN, or MSN in nursing from an accredited college or university.

2. Minimum three years of nursing experience. Recent community or home health experience preferred.

Knowledge, Skills and Abilities

1. Sound critical thinking and decision-making skills.

2. Consistently superb customer service skills; excellent interpersonal/assertive communications skills demonstrating a high degree of emotional intelligence.

3. Knowledge of homeless issues and demonstrated sensitivity to underserved populations.

4. Current unrestricted Colorado Nursing License.

5. Knowledge of the Colorado Nurse Practice Act.

6. Skill in oral and written communication with healthcare providers in a variety of settings.

7. Ability to communicate effectively with patients of various ages, educational and cultural backgrounds.

8. Ability to communicate effectively with diverse community audiences.

9. Skill in fostering and maintaining positive relationships with a number of community partners.

10. Skill in prioritizing and organizing multiple responsibilities simultaneously.

11. Skill in triaging and ensuring appropriate level of care for a patient in an accurate and efficient manner.

12. Skill in documenting in a thorough and clear manner.

13. Ability to reach core competency in the electronic health record and Homeless Management Information System (HMIS).

14. Skill in operating office equipment, such as computers, software (e.g., Microsoft Word, e-mail), faxes and telephones.

15. Ability to function as a member of an interdisciplinary team.

16. Able to pass automobile insurance carrier's motor vehicle record investigation.

Physical Requirements [Place an "X" in the corresponding box below for all categories.]

Percentage of work time spent on activity →	0% - 24%	25% to 49%	50% to 74%	75% to 100%
SEEING: Must be able to read computer screens and printed documents.				x
HEARING: Must be able to hear well enough to communicate with employees and others.				x
STANDING/WALKING		x		
CLIMBING/STOOPING/KNEELING	x			
LIFTING/PULLING/PUSHING	x			
FINGERING/GRASPING/FEELING: Must be able to write, type and use telephones.				x

Working Conditions

Works in climate-controlled office environment with frequent interpersonal interactions.

This job description is intended to describe the general nature of work performed. It is not intended to be a complete list of all responsibilities, duties and skills required for employees performing this job. Furthermore, this job description does not establish a contract of employment. The Organization may change job descriptions at any time, with or without notice, as service needs require.

Intake & Discharge Coordinator

Qualifications

- Employee must be able to perform essential job functions with or without reasonable accommodation and without posing a direct threat to safety or health of self or others

- To perform this job successfully, an individual must be able to perform each essential function satisfactorily

Responsibilities

- This position will regularly monitor patient census and placement; complete registration, intake, and discharge documents; and provide general support for patient access

- Oversees day-to-day operations of intake and discharge processes for the SSRCC program;

- Conducts intake paperwork, assessments, and data entry (including temporary occupancy agreement, community policies, enrollment into the Electronic Health Record System, and Homelessness Management Information System if applicable, etc.);

- Provides orientation to the property, program, and client expectations;

- Supports access control management of the SSRCC;

- Responsible for filing and managing occupancy agreement, addendums, signed understanding of program guidelines, and client rights documentation

- Ensures all verification paperwork is completed as required by law, compliance and/or funding sources;

- Manages the SSRCC census; responsible for data entry/internal data tracking, data quality, and daily reporting of patients, beds, hospital use, availability, discharge data, etc.;

- Acts as a point person for the program liaising with multiple stakeholders and supports communication through all teams with huddles, emails, and Vocera or similar technologies;

- Facilitates transportation for clients to and from the SSRCC and, occasionally, transports patients using fleet vehicle;

- Communicates with full SSRCC team of on-site Intake/Discharge Coordinators to ensure all systems are working effectively; provides process improvement suggestions;

- Works with the Operations Manager and SSRCC Chef to organize and facilitate housekeeping, laundry, maintenance, food service, and other non-clinical needs;

- Supports logistics and on site-inventory management and request system for office supplies, client needs supplies, harm-reduction materials, educational supplies, transportation access, etc.;

- Provides reports and updates to Leadership as requested;

- Demonstrates respect, cultural competence, and knowledge of trauma informed care in interactions with patients, Coalition staff, and other community providers;

- Provides hands on assistance and/or training to residents in order to support them in maintaining clean personal and shared spaces and collaborates with program POCs to ensure the SSRCC floors meet habitability standards;

- Works collaboratively as part of a multi-disciplinary team, including providing coverage for other non-medical staff as necessary and appropriate;

- Provides crisis intervention as required and in collaboration with clinical staff and on-site staff;

- Meets all requirements for record keeping and usage of software systems, including time management systems, incident reporting systems, and communication systems;

- Maintains availability to colleagues, clients, and partners during work hours;

- Maintains current and complete COVID-19 vaccination(s), as defined by the Centers for Disease Control and Prevention and local health authorities;

- Performs other duties as assigned

Christ House HEALING AND HOPE FOR HOMELESS PERSONS	**Event Report Form**

Procedure:
- Employee who discovers the event or "near miss" initiates this report.
- Completed report given to clinical leadership personnel by writer. If event requires immediate follow-up for safety reasons, notify the on-site or on-call provider at the time of the writing of this report for the appropriate next step.
- Writer informs those involved of the event or near miss.

Date & Time of *Event or Near Miss*: _____

Date & Time of *this Report*: _____

Reporter Name: _____

Type of Event: Patient Fall | Medication Error | Medication Near Miss | Behavior Issue | Staff or Patient Injury | Staff Exposure | Staff or Patient Death or Suicide Attempt | Drug Overdose | Other

Name of Involved Patient: _____ Patient DOB: _____

Name(s) of other involved staff/volunteers/visitors: _____

Event Description:
Include what happened, where, contributing factors, any other pertinent details**.**
_____
_____
_____
_____
_____
_____
_____

Describe any immediate interventions or actions taken after the event:
_____
_____
_____

- ☐ Progress note in patient chart done (if event, not near miss) - Date: _____ Initials:____
- ☐ Report writer notified involved staff of report - Date: _____ Initials:____

Reporter Signature: **Date:**
_____

The following is to be filled out by Medical or Clinical Leadership:

Follow-up actions and/or comments:
_____
_____
_____

Leadership Personnel Signature: **Date:**
_____

Incident Report Policy

[Interfaith Works Homeless Services Blood Borne Pathogens Training Video](#)

For the Interfaith Works REST Navigators and other Homeless Service Programs, Incident Reports are submitted through a google survey that auto-populates into a spreadsheet and emails management. The survey is as follows:

Staff Report Writer:

Date of Incident:

Who this report is about (Client, Staff member, community member, partner, etc.)?

Type of Incident (Check all that apply)

Check all that apply *

☐ Physical fight between guests

☐ Physical assault on another guest

☐ Physical assault on a staff member/volunteer

☐ Overdose/Overdose reversal

☐ Mental health crisis

☐ Verbal threats

☐ Medical emergency

☐ Guest calling EMS

☐ Physical threats

☐ Racism

☐ Transphobia

☐ Homophobia

☐ Sexual assault verbal/suggestive(i.e. exposure, masturbation etc)

☐ Sexual assault physical

☐ Sexual Harrassment

☐ Concern about staff member/management (from guest)

Who else was involved?

Incident Description:

Was management consulted during incident? If no, briefly highlight why:

What was the follow up?

Critical Incidents

REST Navigators are expected to file Incident Reports for all escalations, harassment, neighbor interactions, EMS interactions, emergencies or death. In addition to completing an incident report, the incident needs to be communicated to the program supervisor. If staff are unclear if a situation warrants an incident report, file the incident report regardless. In general, it is better to err on the side of caution and document the situation.

Example of an appropriate Incident Report:
- (CLIENT NAME)'s ascites had been filling up with fluid. Their abdomen was distended and genitals swollen with fluid to the point they could not walk and reported experiencing extreme pain. EMS were called for transport to the Emergency Room, (CLIENT NAME) requested to specifically go to (HOSPITAL NAME). (CLIENT NAME) said they would call the shelter later and if we do not hear back by tomorrow AM REST staff will call (HOSPITAL NAME). (STAFF INITIALS)

Incident reports should always include the usual W's:
- **Who** was involved in the incident? Name all parties involved. If outside agencies are involved, try to include names when possible. If law enforcement is involved, try to include names of responding officers.
- **Where** did the incident occur? This is particularly important to know if the incident occurred off-site. If a participant is being transported off-site by EMS make sure to include where they are being transported.
- **What** happened? Include relevant details, but always remain neutral.

Protocol for Debriefing Critical Incidents with Staff

Staff may be exposed to participant death, chaotic substance use, targeting and harassment, mental health crisis, medical emergencies, intimate partner violence and sexual assault, events that may trigger one's own trauma response, and other traumatizing incidents. One of the strengths that staff can draw upon to appropriately respond to such incidents is the support of their peers and the use of supervision.

It is important to debrief and talk about critical incidents with the intention of not further perpetuating potential harm to the team. When an incident has been deemed "critical" the team should follow these steps:
1. Contact the supervising manager. In the event of death, the supervising manager will come on-site to offer support and manage logistics.
2. Supervising manager will make a decision to shut down services for the day. In the event this happens, all current working members of the team will be asked to come back to the office to support each other.
3. Staff will be given resources to reach out to the IW contracted therapist and/or pastoral services for grieving services.

Strategies for debriefing critical incidents:
- Anticipate experiencing "Cataclysms of Emotion" in the immediate aftermath such as fear, anger, denial, guilt or hyper vigilance.
- Before discussing potentially impactful or triggering topics, check in and ask the person if they have the capacity to hold space for x subject.

- When amongst peers, staff have the tendency to "trauma dump" or flippantly refer to highly traumatic experiences. This can have unintentional negative effects on the team.

Reporting Incidents of Sexual Harassment by a Participant

If a Navigator experiences an incident (or multiple lead up incidents) of sexual harassment by a participant they need to report these incidents immediately to their direct supervisor. Sexual harassment can take the form of inappropriate comments about someone's body, inappropriate or unwanted touching, stalking, or assault.

Staff always have the option of filing an Internal Incident Report for any encounter that occurs at work that is noteworthy or might need managerial intervention. The supervising manager will provide supervision time to discuss the incident and a follow up plan to address the issue. In the past, this has usually resulted in a participant being taken off the navigator's case load and unable to access navigation services. The supervising manager will notify the participant of this change verbally accompanied by written documentation. Discretion will always be prioritized in incidents of this nature and the person who is experiencing the harassment will have final say in how these incidents are handled.

ANNUAL EMPLOYEE PERFORMANCE EVALUATION

For the fiscal year ending June 30, 2022

Employee:
Position Title:
Supervisor:

Please use the following scale as you discuss the employee's performance, providing examples of what he/she does well along with suggestions for improvements.

5 = Significantly exceeds expectations 4 = Exceeds expectations 3 = Meets Expectations
2 = Needs improvement 1 = Unacceptable

Key Competencies	Scale	Comments on job performance in relation to these areas.
Self-Management Manages own time, priorities, and resources to achieve goals, and resolves issues and challenges. Behaves in a manner consistent with the organization's mission and values.		
Adaptability & Flexibility Adapts approach, goals, and methods to achieve solutions and results in changing situations.		
Communication Is clear, concise and persuasive in written and oral communication. Shares information with colleagues in timely and appropriate manner.		
Productivity and Timeliness Completes assigned tasks on time.		
Job Knowledge Stays abreast of resources, literature, and developments in the field, including especially activities of the organization.		
Initiative Identifies and suggests new approaches to advancing the goals and efficiency of the organization.		
Inclusiveness Solicits and respects ideas and participation of consumers, members and colleagues in the work of the organization.		

Please note employee's achievements and successful project completions in the year:

Ongoing projects:

Additional accomplishments:

Is job description current and accurate?   ☐ Yes   ☐ No

If no, what changes are recommended?

Does this evaluation represent ___an improvement, ___status quo, or __ a decline in the employee's performance compared to the previous year (*if applicable*)?

What training is needed for the employee to more satisfactorily perform the responsibilities of the position? Please identify specific recommendations, if such have been identified.

Desired professional growth:

Signatures Required:

EMPLOYEE: I have discussed this evaluation with my supervisor and have been provided the opportunity to respond to its contents, whether or not I agree with the contents.

Employee's Signature: *Date:*

SUPERVISOR: This evaluation represents my considered judgment of this employee's performance.

Supervisor's Signature   *Date*

SR DIRECTOR OR CEO AS APPLICABLE: I have reviewed this evaluation.

Click here to enter text.   Click here to enter a date.
Sr. Director or CEO   *Date*