
TITLE: Clinical Manager

DEPARTMENT: Washington Poison Center

REPORTS TO: Washington Poison Center Executive/Medical Director

JOB PURPOSE:

Committed to providing clinical management oversight, direction, and leadership for the Washington Poison Center (WAPC) Call Center (CC) staff in conjunction with the Executive/Medical Director. Ensuring that the WAPC is operating within full compliance of the nationally recognized American Association of Poison Control Centers (AAPCC) accreditation standards, as well as those set by the WAPC Board of Directors, Executive/Medical Director, and Washington law. This position includes providing clinical toxicology consultative support to the Call Center; developing and maintaining call center patient care guidelines, and clinical training resources; and leading relevant clinical quality management and improvement projects.

Through clinical toxicology expertise, the Clinical Manager seeks to build collaborative relationships and partnerships with academic pharmacy and/or nursing healthcare institutions; county and state departments of health, and emergency healthcare-related associations and organizations within the regions served by the WAPC and nationally.

JOB RESPONSIBILITIES:

1. Direct clinical supervision of Call Center (CC) staff, providing consultative support on clinical issues.
2. Provides clinical oversight and input with regards to training/onboarding of new call center staff, continuing education of CC staff including in-service education, case review, communications with callers/healthcare providers, education for SPIs preparing for the CSPI exam, and monthly All-Hands staff meetings.
3. In conjunction with the Executive/Medical Director, participates in the ongoing review of patient care guidelines, assisting with revision, updating and/or the development of new guidelines and CC's staff adherence to those clinical guidelines;
4. Review of public education material as requested.
5. In conjunction with the Executive/Medical Director, serves as a clinical toxicology expert in the state.
6. In conjunction with the Executive/Medical Director and Managing Director, assists with the WAPC Quality Management and Improvement Program to fulfill its goals and objectives of providing the highest quality of patient care and information services.
7. Participates in the WAPC's "Medical Toxicologist On-Call" rotation schedule 16 weeks per year, with required physician back-up, providing clinical toxicology support to WAPC call center staff and other healthcare providers.
8. Participates in the CC staff schedule, answering calls on average at least ½ shift/week (e.g. 4-5 hours/week).
9. Assists the Managing Director in overseeing the performance and completion of federal grant deliverables and scheduled reports, clinical research studies, contracts/grants that directly involve the Call Center clinical services (federal HRSA grant, state Dept. of Health contracts, public health department contracts for After Hours Calls, etc.). Assist the Managing Director to ensure WAPC is in compliance of contract terms and conditions related to relevant clinical services/deliverables.

10. Management of special clinical projects and programs as appropriate/requested.
11. Participates in the WAPC healthcare provider education program (paramedic, nursing, pharmacy, medical students and residents).
12. Partners with the WAPC's Executive/Medical Director, Managing Director and Data Analyst to review current toxicological issues and trends, explore new avenues in which to present and communicate WAPC data to the public and state agencies, and execute syndromic surveillance.
13. In collaboration with the Leadership and Administrative team, contributes to the accomplishment of its Mission, actively participating in the strategic planning, risk management, operational, and clinical activities that are required to ensure the continued successful operation of a quality poison center which meets and/or exceeds the policies of the AAPCC and the requirements of Washington law(s).
14. In coordination with WAPC Medical/Executive Director, Managing Director and CSPIs, act as a liaison to the pharmacology and/or nursing communities, departments of health (state & county), agencies with other health care oriented professional associations and organizations in support of the WAPC's Mission.
15. Partners with the Executive/Medical Director to build collaborative relationships with hospitals and academic institutions within the state.
16. Provide support for media requests including advice and interviews. Supports development of WAPC clinical Press Releases.
17. Participate in legislative activities needing clinical toxicology expertise that help to promote the sustainability and growth of the WAPC as needed.
18. Participate in research endeavors, relevant task forces, committees and/or public health related collaborations which may be awarded or requested of the WAPC and are in accordance with the WAPC mission and strategy.
19. Represent the WAPC in local, state, regional and national organizations and conferences such as AAPCC, WSPHA and NACCT.
20. Provide support to the WAPC Executive/Medical Director and Managing Director in seeking grants and/or contracts to help support and promote clinical safety and toxicology issues.

JOB REQUIREMENTS:

- Registered Nurse or Pharmacist licensed to practice in the state of Washington
- Board certified by the American Board of Applied Toxicology (ABAT)
- Poison Center experience preferred as clinical toxicologist, CSPI, and/or manager
- Strong leadership, organizational, emergency management, communication and conflict management skills.
- Maturity, tactfulness and sensitivity to confidential situations.
- Quality Management/Improvement knowledge. Skills and experience including process improvement, establishing quality care metrics/benchmarks and generating QM reports are desirable
- Excellent data analytical skills and strong knowledge of computing systems, networks, database management programs, telephony, and software products (e.g. toxiCALL) and applications including MS Office suite and web based tools.
- Ability to work independently
- Committed to advancing the body of research related to toxicology and continued growth of the WAPC

ENVIRONMENTAL CONDITIONS:

- Ability to work in office setting with multiple types of electronic equipment

PHYSICAL REQUIREMENTS:

- Ability to write legibly
 - Ability to sit or stand for long periods of time.
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