
TITLE: Per Diem Specialist in Poison Information

DEPARTMENT: Call Center

REPORTS To: Managing Director

JOB PURPOSE:

Provide call center coverage as needed with the understanding that hours cannot be guaranteed.

JOB RESPONSIBILITIES:

- Respond to poison exposure and informational calls utilizing independent judgment to interpret and adapt guidelines provided in the center's policies and procedures to determine appropriate course of action.
- Research electronic and hard copy medical literature as needed to ensure optimal case management.
- Act consistently with all center policy, procedures and case management guidelines.
- Maintain accurate and complete patient records and data collection information according to AAPCC standards.
- Assure professional/personal growth through involvement in center education, quality management, and staff development offerings occurring during their scheduled shifts.
- Recognize the need to request a second opinion regarding case management from a CSPI or the on-call toxicologist and the need to escalate the management of the case to a staff member with more experience and expertise.
- Provide poison information and assist with proper utilization of community social and health care resources.
- Share clinical expertise with health care team in regards to poison management.
- Participate in emergency preparedness functions of the poison center including but not limited to participation in full-scale exercises, ability to be reached via phone/email in a timely manner, and assist in the response activities of the poison center during public health emergencies.
- Demonstrates appropriate time management skills to complete job responsibilities including completion of case documentation within scheduled work hours.
- Ensure patient's safety and privacy; maintain confidentiality of medical records in accordance with HIPAA standards.

JOB REQUIREMENTS:

- Pharmacist, registered nurse, or physician from an accredited pharmacy, nursing, or medical school with an active Washington state license
- Two years of Poison Center experience
- Current knowledge of toxicological principles and quality improvement models involved in treatment of poisoned patients
- Knowledge of human growth and development to modify care to the age and development status of the patient, according to the age/development focus of the Poison Center

- Proficient use of technology and computers and ability to troubleshoot basic technology problems
- Excellent verbal & written communication, decision making skills, customer service, and collaboration skills
- Ability to maintain good public relations
- Good organizational skills and attention to detail
- Evidence of personal and professional growth through continuing education
- Ability to multi-task, maintain focus, professionalism, and composure in a distracting work environment
- Successful completion of the Poison Center Math Exam within three months of hire date
- Ability to work in a self-managed, self-directed capacity with minimal supervision
- Work at least 1 offered shift per month
- Ability to work any time of day or night
- Submit WAPC Policy and Guideline acknowledgments as scheduled on the YukNet

ENVIRONMENTAL CONDITIONS:

- This role routinely uses standard office equipment such as computers, phones, photocopiers, filing cabinets and fax machines.
- Per Diem staff located remotely must have prior authorization to submit travel expenses for reimbursement.

PHYSICAL REQUIREMENTS:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job.

- Ability to type legibly and accurately utilizing a computer keyboard and mouse to complete case records, and to access computerized reference sources
- Operate phone, speak English fluently and clearly and hear effectively on phone
- Ability to read reference materials and computer display monitors
- Ability to reach and grasp reference books at various heights
- Ability to sit for shifts that can extend to ten or twelve hours (including mandated breaks)