OFFICE OF STATE PERSONNEL POSITIION DESCRUPTION FORM (PD-102R-92)	APPROVED CLASSIFICATION: _____ EFFECTIVE DATE: _____ ANALYST: _____
1. PRESENT CLASSIFICATION TITLE OF POSITION: Project Manager/Bridge Counselor 2. USUAL WORKING TITLE OF POSITION New employee 3. REQUESTED CLASSIFICATION OF POSITION 4. NAME OF IMMEDIATE SUPERVISOR Tammy Cody 5. SUPERVISOR'S POSITION TITLE Deputy Health Director 6. NAME OF EMPLOYEE: 	(THIS SPACE FOR PERSONNEL DEPARTMENT) 7. PRES...15 DIGIT POS. NO. PROP.15 DIGIT POS. NO 8. DEPARTMENT, AGENCY Madison County Health Department 9. INSTITUTION AND DIVISION: Madison County Health Department 10. SECTION AND UNIT Clinical 11. STREET ADDRESS, CITY AND COUNTY: 493 Medical Park Drive Marshall Madison County 12. LOCATION OF WORKPLACE Marshall, North Carolina

I. A. Primary Purpose of Organizational Unit:

The Madison County Health Department (MCHD) is dedicated to the purpose of disease prevention and health promotion for all Madison County Residents. Employees assist clients in achieving the highest physical, mental and social well-being possible through a variety of health department programs.

B. Primary Purpose of Position:

The Patient Navigator/Bridge Counselor position will be primarily responsible for providing patient navigation and care coordination for an industry funded MCHD project to increase HIV and Hepatitis C virus (HCV) testing and linkage to care with local medical providers. The position will be responsible for:

1. Assisting with the integration of Hepatitis C (HCV) testing procedures at the MCHD, Madison County Jail, Hot Springs Health Program (HSHP) including post-test counseling and patient education;
2. Conducting linkage activities with patients to include immediate contact after diagnosis, assisting with first and second appointments, transportation, financial issues, and referral to substance abuse or mental health services as needed;
3. Conducting home and field visits as needed to accomplish linkage activities;
4. Communicating and establishing relationships with clinics providing HCV services;
5. Documenting and tracking linkage activities;
6. Project Management;
7. Data Management.

C. Work Schedule:

8:30 AM to 5:00 PM Occasionally assistance may be needed at activities that occur outside the usual work schedule.

D. Change in Responsibilities or Organizational Relationship:

New position

II. A. Description of Responsibilities and Duties:

#	%	Duties and Responsibilities
1	5%	Assisting with the integration of HCV testing procedures at the Madison County Health Department, including post-test counseling and patient education;
2	75%	**PROJECT MANAGEMENT SHALL:** **1.** Assure any financial awards received only be used to support a program that embodies best practices for HCV screening, and linkage to care with the applicable budget; **2.** Ensure prior written approval from Project funder before any material change in the applicable project scope or budget by MCHD. **3.** Ensure prior written approval from Funder for any authorized re-allocation of Budget expenditures if a change is more than 10% of each line item or more than 10% of the total budget. **4.** Acknowledge in writing of receipt of funds prior to spending Award funds; **5.** Document and track linkage activities; **6.** **<u>Publication Obligations</u>**. Shall analyze (or have analyzed) the Project Data at professional conferences, and publish project data if required. No press releases, publications or general public announcements may be released without the prior written consent of Gilead.All presentations, publications, or other materials disseminated by Project Manager shall include statement **SUPPORTED BY FUNDING FROM GILEAD SCIENCES, INC**. **7.** **Meetings-** Project manager shall attend periodic meetings as required including Summit. **8.** Project Manager will safeguard any and all individual identifiable health information (as defined under HIPAA), including against disclosure to Gilead.
3	5%	Conducting home and field visits as needed to accomplish linkage activities;
4	5%	**9.** Communicating and establishing relationships with clinics providing HCV services (e.g. Hot Springs Health Program) with referrals and follow-up. Conducting linkage activities with patients to include immediate contact after diagnosis, assisting with first and second appointments, transportation, financial issues, and referral to substance abuse or mental health services as needed;
5	10%	**DATA MANAGEMENT: Complete the following required reports in required time frames.** **A. <u>REQUIRED REPORTS:</u>** **1. <u>MONTHLY ESTIMATED DATA REPORTS:</u>** Complete monthly estimated data template which includes: • # HCV Ab tests performed; • # HCV Ab positive individuals identified through testing; • # HCV RNA tests performed; • # HCV RNA Positive individuals identified through testing; • # HCV RNA Positive individuals (identified through testing) attended first appointment. **2. <u>QUARTERLY DATA REPORTS</u>** : Review, compile, summarize and analyze project data to prepare required **QUARTERLY** which shall include: **a. Aggregate Summary variables:** • Clinic/site name;

- Month and year of project data;
- Data reporting quarter;
- Unique number of patients eligible for HCV testing;
- Number of clients born between 1945-1965 (birth cohort) tested for HCV Ab;
- Number of clients born outside of the birth cohort tested for HCV Ab;
- HCV Ab test results of clients tested (positive, negative, invalid/indeterminate/no result);
- HCV RNA test results of clients tested (positive, negative, invalid/indeterminate/no result);
- Number of individuals testing HCV RNA positive linked to care.

b. Test-level variables (positive clients/patients only):

- Client ID (de-identified);
- Clinic/Site Name
- Data Reporting Quarter
- Year of Birth of Positive Client/Patients
- Race and Ethnicity of Positive Clients/Patients
- Gender of Positive Clients/Patients

c. HCV Antibody Positive Clients (tested or not tested; where applicable)

- Ever Injected Drugs (only for clients not in birth cohort)
- Previous HCV Ab Test Result
- HCV Ab Test Result
- HCV RNA Test Conducted by Partner
- HCV RNA Test Result
- HCV RNA Positive Client/Patient Newly Identified
- HCV RNA Positive Clients/Patients Linked to Medical Care: First Appointment Kept (Y/N)
- Reason First Medical Appointment Not Kept
- HCV Positive (Ab or RNA)/HIV Co-Infection? (Y/N)

3. <u>INTERIM AND FINAL REPORT:</u> The interim and final reports shall include, at a minimum, the following information specific to the project:

- A narrative update on progress of the Project;
- The type and nature of any expenditure of Award amounts to date;
- An attestation that any expenditure of Award amounts to date, including but not limited to expenditures for travel and full time equivalent ("**FTE**") time, are (1) accurate and (2) reasonable and necessary to fulfill the Project goals;
- A description of the Project Data (defined below) provided by MCHD to Gilead or Gilead's designee, and confirmation that all applicable Project Data has been submitted to Gilead or Gilead's designee on a monthly basis;
- Any other information reasonably requested by Gilead and readily available to Organization related to the Project, the services performed by Organization hereunder or the Award.

		The interim and final reports shall be submitted by MCHD in accordance with the timelines in the Award Letter from Gilead. If the Award expenditures for FTE time or travel are below budget, or anticipated to be below budget, at the time of the interim or final report per Gilead's sole option the MCHD will either **1.** Re-allocate award amount for other necessary Project-related costs or **2.** Return unused award funds to Gilead.

B. Consequence of Error:

- Errors are costly in lost time, physical harm, reimbursement for work performed and resulting legal liabilities.
- Grave consequences result if incorrect information or directions are given.
- Error in decision-making can have a substantial impact on the client population served, because employees are often responsible for initial patient assessment and appropriate teaching.

C. Instructions Provided to Employee:

- Complete written instructions are given via agency policies and procedure;
- In-service as well as continuing education opportunities are provided to keep knowledge and skills Current;
- Professional guidance and consultation is available from clinic colleagues, physicians, medical director, health director, Nursing Supervisor, Director of Nursing;
- A thorough orientation is provided to new employees;
- The employee may attend continuing education programs as required and dependent on available funding;
- Staff participates in training programs for selected educational requirements.

D. Guides, Regulations, Policies and References Used by Employee as, required:

- Master Focus Agreement with Gilead Sciences, Inc.
- Health Department policies and procedures;
- Clinical Services Policies/ Procedure;
- HIPAA Regulations;
- State Program Manuals and program protocols.
- OSHA regulations;
- Numerous on-line references are available to all Madison County Health Department staff;
- Area physicians serve as an important reference as well as department staff.
- Work requires a basic level of professional judgment.
- Staff at this level are expected to have higher-level staff to consult with during most of their work assignment (higher-level staff do not have to be physically present at all times).

E. Supervision Received by Employee:

- Agency goals and patient care goals are understood.
- Annual performance evaluations are conducted per policy and work is also monitored on a regular basis. Internal record audits are done frequently.

- Employee performs work with considerable independence but higher-level staff shall be available for consultation. Reports to the Medical Director /health director/Deputy health director for supervision and consultation.
- Work is reviewed frequently for adherence to, written reports, and during oral conferences.
- Unusual situations are discussed with the supervisor.

III. Variety and Purpose of Personal Contacts:

1. Determine whether there are barriers to obtaining care or following a plan of care;
2. Assist the patient with alternatives if necessary.
3. Work might include oversight of non-professional staff.
4. Work involves considerable contact with other community agencies, and at times direct oversight of non-professional staff (e.g. clerical, interpreter, etc).
5. In addition to providing direct patient care, employees must be able to collect and report basic patient data, and be aware of the uses and misuses of health data.
6. Employee is expected to participate in program or agency-wide planning and quality assurance activities. In this capacity, they will contribute observations or data related to patient or community trends or practices, ideas for improved program performance, and will participate in record audits and other program review.
7. Work processes are related and understood.
8. Based on knowledge of work, patient input, and medical provider's instructions or prescription, employees provide care as appropriate, and make referrals to other community or professional groups as needed.
9. This position involves nearly 100% personal contact with clients, staff, general public or other agencies.
10. Public contact must be pleasant and helpful whether made by telephone or in person with scheduled or walk-in clients, including general questions asked by the citizens of Madison County.
11. Interpersonal relations with clients and staff are very important.
12. Must be a team player.
13. The employee must keep abreast of any guidelines or regulations, which impact the delivery of care.
14. Work priorities may change without prior notification.
15. The employee must be able to make independent judgments with immediate supervision and higher-level staff available for consultation.
16. This position provides extensive patient education and counseling either within the health department or community setting and must have good communication and problem solving skills.
17. The changes affecting these services impact the work decidedly.
18. In addition the population of the county and people requiring services may vary.
19. Community education programs necessitate the preparation of lesson plans and knowledge of the teaching/learning process.

IV. Physical Effort:

The position has a limited demand for physical exertion. The ability to lift moderate amounts of weight is necessary. Requires a minimal amount of walking, with moderate periods of sitting and standing. Employee must be able to access public and private buildings using stairs.

V. Work Environment and Conditions:

1. Travel for the department during inclement weather would be at the employee's discretion. Work

hazards in the field may include hazardous driving conditions, exposure to inclement weather, and dangerous social environments. Clinics are often over-crowded and noisy.

2. Employee will be generally stationed in health department. They might be exposed to blood borne pathogens, infectious diseases, angry or disruptive patients. Requires a minimal amount of walking, with moderate periods of sitting and standing.

VI. Machines, Tools, Instruments, Equipment and Materials Used:

Copiers, calculator, personal computer.

VII. Visual Attention, Mental Concentration and Manipulative Skills:

Accurate vision is preferred. A high degree of mental concentration is necessary. Manual dexterity is an important skill. Work requires a basic understanding of public health concepts.

VIII. Safety for Others:

- Must exercise extreme care to safeguard the confidentiality of the clients served.
- The employee should be free of communicable disease and observe universal precautions while at work as well as harmful behaviors which affect co-workers, health department clients, and county residents.
- Safety for others is of utmost importance.
- Supervision of all client care activities requires careful attention to detail to prevent accident or injury.
- Staff shall be knowledgeable and compliant with universal precautions.
- Annual OSHA training is provided.
- Participates in the agency's required safety training.
- Must be aware of hazards in the workplace that could impact the client.

IX. Dynamics of Work:

An ability to cooperate with co-workers. An ability to relate well with clients, mid-level providers, physicians, and the community. An ability to follow health department policies and procedures.

X. A. Competencies Required for the Position:

1. **Knowledge-Professional:** Knowledge of statistics and related information technology to analyze and report data. Working knowledge of research principles, technical methods and processes used to conduct a systematic and objective study.
2. **Information/Records/Project Administration:**
   - **a.** Able to lead multiple, concurrent assignments on a multi-faceted project.
   - **b.** Ability to assess the needs of project and make changes in process, work flow and assignments.
3. **Data/information Analysis/Management:** Able to analyze date/information for accuracy, validity and integrity, as well as maintain quality control and assurance. Ability to evaluate and modify data collection methodology, as well as modify and adjust resources needed to conduct research.
4. **Communication:** Ability to lead exchange of research information through technical assistance and instruction. Ability to listen and respond appropriately to others to make information understandable. Ability to convey accurate information throughout all phases of research.

B. Knowledge, Skills, and Abilities:

- Working knowledge of available resources and organizations;
- Ability to deal tactfully with others and to exercise good judgment in appraising situations and making decisions;
- Ability to work in partnership with patients and with other service providers to elicit needed information and to maintain effective working relationships;
- Ability to accurately record services rendered and to interpret and explain records, reports and medical instructions;
- Some ability to oversee the work of others;
- Adequate computer skills to allow communication, patient record documentation, data management to include required reporting;
- Accessing information.

XI. A. Required Training and Experience:

1. Bachelor's degree in a discipline related to the field, or equivalent combination of training and experience. All degrees must be received from appropriately accredited institutions.
2. Candidate must possess knowledge of research principles and practices, and have the ability to work well with a diverse team. This would include, but is not limited to:
    - Communicating with community partners and participants;
    - Managing data dissemination and input;
    - Coordinating study related strategies with the rest of the staff.
3. Candidate must have excellent interpersonal and communication skills, both oral and written, which are required for interacting with project participants, data collectors and project staff and ability to coordinate exchange of communication.
4. Must have the ability to follow established guidelines for assessing compliance with protocol and manuals of operational procedures.
5. Must have previous experience in clinical research, clinical setting, public health, or social work.
6. Must have the ability to work with people living with HIV/HCV and diverse racial groups.
7. Must have a valid driver's license.

B. Other position characteristics;

1. Prior experience in clinical settings and/or working with predominantly uninsured residents in Madison County is ideal.
2. Applicants who have interest in or experience working with diverse populations living with HIV/AIDS are desirable.
3. Applicants who are proficient in Spanish preferred.

XII. License or Certification Required by Statute or Regulation:

N/A

XIII. CERTIFICATION:

Signatures indicate agreement with all information provided, including designation of essential functions.

SUPERVISOR'S CERTIFICATION:
I certify that I am the Immediate Supervisor of this position.
I certify that I have provided a complete and accurate description of responsibilities and duties.

I certify that I have verified and reconciled as needed its accuracy and completeness with the employee

_____	_____	_____
Signature	Title	Date

EMPLOYEE'S CERTIFICATION:
I certify that I have reviewed this position description and that it is a complete and accurate description of my responsibilities and duties.

_____	_____	_____
Signature	Title	Date

SECTION OR DEVISION MANAGER'S CERTIFICATION:
I certify that this position description, completed by the above-named immediate supervisor, is complete and accurate.

_____	_____	_____
Signature	Title	Date

DEPARTMENT HEAD OR AUTHORIZED REPRESENTATIVE'S CERTIFICATION:
I certify that this is an authorized official position description of the subject position.

_____	_____	_____
Signature	Title	Date