



JOB DESCRIPTION

JOB TITLE: **CASE MANAGER REGISTERED NURSE (RN)**

REPORTS TO: Director of Nursing

PURPOSE OF THE POSITION: To provide health care and support to individuals with disabilities whom ACR supports, and to train, oversee and assist staff in the provision of healthcare.

ESSENTIAL FUNCTIONS: The following functions have been determined by the Company to be essential to the successful performance of this position.

1. OVERSEE AND FACILITATE RESIDENT HEALTHCARE
 - A. Oversee and ensure the health, safety, and well-being of the residents in the homes or which you are responsible. Be attentive to resident health and safety needs as well as their interests and choices and facilitate appropriate support.
 - B. Oversee resident medical care including, but not limited to, scheduling routine and follow-up appointments, attending appointments (including emergency room visits) as needed, ordering medications, receiving doctor's orders, being a liaison between medical personnel and ACR, ensuring upkeep of medical equipment, and ordering medical supplies. These tasks may be delegated as appropriate.
 - C. Visit each home on a routine basis, as required.
 - D. Complete the approved nursing checklist on a monthly or quarterly basis, depending on the home's needs. This checklist includes:
 - i. Reviewing resident records such as medical information pages, standing orders, medication/treatment pages, health progress notes, medical referral forms, appointment calendars, checks completed by staff, seizure reports (if applicable), and reviewing protocols and medication/treatment summaries on a routine basis.
 - ii. Make entries in the residents' health progress notes on a minimum required basis.
 - iii. Completing psychotropic monitoring in a timely manner.
 - iv. Completing a full nursing assessment. This assessment will include a review of the health progress notes and follow-up on any pending medical issues. The assessment will include vital signs, lung sounds, bowel sounds, bowel pattern, circulation, breast and/or testicular exam, review of weight, menstrual pattern, and nutritional status. These exams will be completed unless contraindicated for the resident due to health concerns or guardian wishes.
 - v. Review and reconcile controlled substances in the home.
 - vi. Review the Staff Error Book.
 - vii. Complete a communication form for the RS/PD. The RN will be responsible for ensuring this form is returned and items are completed by the RS in a timely manner.
 - viii. Destroy/return non-narcotic medications in the home.
 - ix. Complete the Quarterly OSHA Surveillance form to track infection control needs.
 - E. If working with ACR At Home or Arthur's White Pines, the nurse will be responsible for updating care plans and training staff in a timely manner, provide supervisory visits as required, and following the service agreement.
 - F. Oversee resident medical issues and alert supervisors to medical issues and/or changes in resident health. Also speak with day program staff and guardians if necessary.
 - G. Review 6 month physician orders when required by the pharmacy.

- H. Maintain current records within the home in an electronic format, updated at least monthly (or quarterly for homes that do not require a monthly visit).
- I. Serve as a representative of clients and of ACR in contacts with residents' family members and friends, guardians, case managers, day program, medical personnel, licensors, neighbors, and vendors.
 - i. Communicate with physicians or other vendors as needed to provide quality care for the residents you support.
 - ii. If the resident is hospitalized, facilitate communication of information between resident and medical staff. Assist resident participation in medical exams. Work collaboratively with medical staff and serve as an advocate for the resident by informing hospital staff of resident medical history, preferences, fears, and communication style; model respect for the resident and appropriate interaction style. Communicate guardian/conservator's written directions and preferences to hospital staff.
- J. Answer staff and RS medical questions that pertain to residents. Be available for calls from 8am-5pm Monday-Friday. If this is not possible, find a nurse who will accept your calls and change your pager message to reflect the situation.
- K. Train staff in any resident medical procedures as needed.
- L. Retrain staff as needed in medication administration in the home.
- M. Assist as needed or requested with the initial and ongoing training of staff in medication administration and other pertinent medical issues.
- N. Complete an annual medical summary for each resident at each home for which you are responsible prior to the resident's annual meeting. The nurse must attend the annual meeting for ICF homes and medically fragile homes. All other annual meetings are strongly encouraged.
- O. Administer treatments that must be done by a nurse. Assist other nurses within the company in administering such treatments as requested by the Director of Nursing.
- P. When a new medication is ordered, verify the correct dosage and assign times it is to be given. Call in the new order to the pharmacy if requested to do so.
- Q. When a medication is ordered by telephone, obtain written orders from the physician and ensure they are returned and filed in a timely manner.
- R. Keep thorough and legible professional documentation of medical issues.
- S. Assist in the development of any necessary Rule 40 plans.
- T. In the event there is not a QMRP in the home, the RN will be the QMRP for that home.
- U. In the event of a resident death, the nurse will provide support for the staff, families, and other involved parties. Attend funerals of company residents if ACR staff are invited.

2. TEACH TRAINING CLASSES

Each case manager RN will teach classes as determined by the Director of Nursing. The classes will cover medical equipment, healthcare monitoring, and other topics relating to healthcare as required by the company. This includes an annual recertification in medication administration class. You will also attend staff meetings and go to the homes to facilitate training on medical equipment and resident cares, as needed.

3. ON CALL

Accept RN on call duty for the company evenings and weekends on a rotating basis. This will require carrying a pager and cell phone and responding to pages promptly in the number of minutes allotted. Response may require you to report onsite in the homes or at the hospital when needed.

4. MANTOUX AND VACCINATIONS

Be available in the nursing area to give and read mantoux and to give other designated vaccinations to employees on a rotating basis.

5. INTERACT WITH RESIDENTS

- A. Talk to and interact with residents respectfully; be knowledgeable of and sensitive to resident verbal and non-verbal communication.
- B. Provide guidance, counseling and assistance in order to engage residents in healthcare needs, choices and concerns.

- C. Respect the house, furnishings and clothes as residents' property and make house TV, radio, and movie choices according to resident interests.
- D. Guide and assist residents in the acquisition of daily living skills relating to healthcare.
- E. Support and facilitate resident relationships with family members, friends, guardians and other advocates.
- F. Support each resident's personal and family religious belief system.
- G. Be attentive to and respect residents' desires and cues for personal space and privacy.
- H. Interact appropriately and professionally with residents with regard to attitude, self-control, self-discipline, cooperation, tone of voice, language and usage, and in other areas as needed.
- I. Work with residents to discover and pursue healthcare goals in keeping with their Risk Management Plans.

6. WORK EFFECTIVELY WITH COWORKERS

You must work with coworkers as a team player. You must communicate with coworkers both verbally and in writing. You must recognize and respond appropriately to nonverbal and situational cues from coworkers, such as when there is a need for physical assistance with resident care or verbal reinforcement relating to a behavior issue. When problems or emergencies arise you must be willing and able to adapt to the needs of the group in the working environment.

- A. Create a positive work environment in the home. Be a motivator and leader for staff.
- B. Serve as a role model for staff in tone, morale, and professionalism in interactions with residents, other ACR employees, residents' family members and friends, County Case Managers, day program personnel, medical personnel and others.
- C. Ensure that staff documentation and follow-through meets requirements with regard to resident med sheets, intake, output, vitals, health progress notes, *** others?, and other areas of documentation.
- D. Give staff positive and negative feedback on job performance in a prompt, tactful, direct and consistent way; follow through with the Residential Supervisor or Program Director with any concerns.
- E. Encourage Residential Supervisors and staff regularly.
- F. Be attentive and responsive to employee concerns and refer issues to appropriate personnel in the company as needed. Demonstrate tact, kindness and concern toward staff.

7. WORK EFFECTIVELY WITH SUPERVISORS

Seek and follow the advice and directions of supervisors including the Director of Nursing, Management personnel or other superiors when you have questions concerning your performance of the functions of your job. Work as a team player with your supervisors and communicate effectively and professionally with them both verbally and in writing. Participate in routine meetings with management staff. Inform the Director of Nursing of all concerns that are out of compliance with policy and procedure, issues related to possible harassment or discrimination, staff concerns that may require disciplinary action, employee work related injuries or other possible insurance claims, employee work restrictions, leave requests, negative interactions with guardians, case managers, neighbors, school, or day program, Vulnerable Adult Reports or Incident Reports, significant changes in resident behavior or health, any threats to health and safety, essential appliance malfunctions or any other concerns about which your supervisor should be informed. Report resident status to the Director of Nursing weekly.

8. WORK EFFECTIVELY WITH GUARDIANS AND CASE MANAGERS

Strive to facilitate a positive, interactive business relationship with the residents' guardians and case managers. Work with the Residential Supervisor to create a health summary for the quarterly and annual reports. Facilitate participation in annual and semi-annual meetings. Seek their input and approval regarding RMP, Protocol, and other Health related changes in keeping with changes in resident needs. Listen and respond to their input and concerns.

9. DEMONSTRATE LEADERSHIP

Adhere to ACR's leadership philosophy and training in all aspects of your work, including the MTAALLP and OSDV leadership models and other leadership concepts with regard to resident well-being, personnel and household management and other company business. Demonstrate leadership and creativity in problem resolution and in proposing new ideas for programming, resident care and household tasks.

10. FOLLOW THROUGH WITH REQUIRED PAPERWORK

Ensure timely and accurate completion of required documentation, reports, applications and other paperwork with regard to residents, nursing, and household issues. Turn in financial paperwork including timesheets, reimbursements, change of status forms according to deadlines. Complete required paperwork according to deadlines established by your supervisor.

11. COMPLETE TRAINING

- A. Complete all initial training requirements within 60 days of hire. Submit documentation of your training to the Director of Nursing as soon as possible after your training is complete.
- B. Initiate and complete annual training in a timely fashion including CPR, OSHA, Vulnerable Adults training and any additional training required. Submit documentation of your training to the Director of Nursing as soon as possible after your training is complete.
- C. Complete initial and ongoing RN training according to directions.
- D. Attend semi-monthly RN meetings, monthly All-Supervisor Training, and other meetings as requested.
- E. Assist as requested in training new employees.
- F. Participate in performance reviews of your work.
- G. Maintain licensure in the state of Minnesota with the State Board of Nursing.
- H. Complete initial and ongoing supervisory classes as directed.

12. CORE VALUES

Understand and uphold the Company's Core Value statement at all times while on duty, regardless of personal practices and beliefs.

13. MAINTAIN CONFIDENTIALITY AND PROFESSIONALISM

Maintain confidentiality and professionalism regarding all Company information (within the home, between ACR homes and outside the company) regarding resident, staff and company issues. This also means refraining from discussing resident personal issues in front of residents and refraining from inappropriate comments or gossip.

14. MAINTAIN A PROFESSIONAL APPEARANCE

Maintain a professional appearance while on duty or on premises, including the use of professional language and postures as well as appropriate footwear and clean and neat clothing, jewelry and hairstyles that are in accordance with ACR's dress policy for management personnel and that are appropriate for scheduled activities. This is particularly important when meeting with medical staff, other professionals, parents, and at residents' social events in order to maximize your effectiveness as an advocate and role model for residents.

15. PERFORM DIRECT CARE

1. At times an RN may be asked to work direct care for a scheduled shift or for short periods of time. Adhere to the Program Counselor job description when performing direct care.
2. Remain available to assist with emergency response as needed, such as when unexpected staffing needs arise or when emergencies arise that require additional staffing.

16. ADHERE TO SCHEDULING POLICIES

When working direct care, you must be punctual and ready to start your shift at designated times and you must continue working until you are replaced by another staff person. You must find your own replacements for scheduled direct care shifts and you must designate an appropriate person to carry your pager and assume supervisory responsibilities when you need time off due to illness, vacation or for other reasons. You must notify the director of nursing of scheduling changes and emergencies. You must help fill in for employees who are on leave for vacation or other reasons, and you must work a share of weekends and holidays.

17. MAINTAIN THE FRAGRANCE FREE POLICY

Refrain from using scented personal and household products while on duty and/or on company premises both for yourself and for the people you support.

18. DRIVE COMPANY AND/OR PERSONAL VEHICLE

Transport residents and perform job-related errands in a company van or your personal vehicle as requested and/or when necessary. Adhere to company parking policy, and all applicable OSHA and safety requirements. Secure van straps and be able to implement handicap parking and lift requirements as well as emergency van procedures.

19. CARRY A COMPANY PAGER, CELL PHONE, LAPTOP, MANAGE COMPANY VOICE MAIL AND EMAIL.

Be responsible for the pager to ensure that you or another person you designate provides coverage during business hours. Respond to pages according to directions in a numeric page, or by the end of the business day for voice mail messages. Manage email accounts, oversee the timely retrieval and response throughout each business day. Delegate responsibility for the pager, voice mail and email when you are off duty. Be on-call when requested in the RN On Call rotation, and when on-call adhere to requirements regarding staying within 60 minutes of the office, and having alternate care available for children and/or pets as needed, should an emergency arise.

20. ADHERE TO COMPANY POLICIES

Adhere to all company policies as stated in the current ACR Employee Handbook, the Supervisory Manual and the Policy Book located in each house.

21. ACCEPT OTHER DUTIES AS ASSIGNED BY A SUPERIOR.

MINIMUM REQUIREMENTS AND QUALIFICATIONS

1. You must possess the following character traits:
 - A. Judgment: you must possess judgment and decision-making skills sufficient to perform the functions of the job, in both day to day and crisis situations.
 - B. Independence: you must be self-sufficient and resourceful enough to carry out the functions of the position. The position requires you to be adept at decision-making, problem solving and taking initiative with minimal direction from supervisors. You must be able to recognize what needs to be done and to prioritize work with minimal direction from supervisors.
 - C. Responsibility: You must be responsible in carrying out the functions of the position. You must be reliable in quality of work, attention to details, task completion and follow up. You must be responsible for timely completion of required training. You must be responsible for being punctual for appointments and meetings. You must be responsible for adhering to policies and for time management while on the job.

- D. Communication: you must be able to communicate effectively with clients, coworkers, supervisors, health care professionals and others related to your work. You must be able to listen effectively and perceive interests, needs and concerns of those with whom you are working, and take initiative in communicating to others in ways that maximize the interests and well-being of persons being supported.
 - E. Positive Tone and Morale: You must be able to contribute a positive tone and morale to the workplace in order to perform the functions of the position. You must present a positive and professional attitude toward the residents, toward your coworkers, toward your work and toward the Company. You must be able work with coworkers as a team player, and you must be willing to help out when problems and emergencies arise.
 - F. Empathy: you must understand the feelings of others. This character trait is critical in working effectively with individuals with disabilities.
 - G. Self-control: Employees must be able to exercise and model self-control and self-discipline in their interactions with both residents and coworkers sufficient to perform the functions of the job. The work environment can be emotionally challenging due to resident behavior issues, staff concerns, crises, and the every-day needs of residents and staff. You must be able to control emotions and temper.
 - H. Socialization: You must be able to accept and conform to rules and regulations of the company and the position. The position requires that you adhere to company policies, safety and conduct rules and other procedures and regulations. You must be able to cooperate, work and communicate with coworkers, supervisors and office staff. Your socialization skills must also be sufficient to guide and motivate residents to become appropriately involved in the mainstream of community living and to perform all other functions of the position.
 - I. Stress tolerance: you must be able to function effectively under stressful conditions. This position is often stressful due to crises, emergency situations, resident behavior issues, regulatory requirements and inspections. You must be able to maintain self-composure and work effectively and professionally under these conditions.
2. You must possess the following physical agilities:
 - A. Seeing: sufficient vision to perform the functions of the job. Normal or corrected-to-normal vision is sufficient.
 - B. Hearing: sufficient hearing to perform the functions of the job.
 - C. Speaking: sufficient verbal skills to communicate effectively at an understandable level with a wide range of individuals and agencies, both in person and on the telephone.
 - D. Interaction: You must have the ability to effectively interact, both verbally and non-verbally, with residents, other staff, parents, and on behalf of residents in the community.
 - E. Writing: You must have writing skills sufficient to perform the functions of the job.
 - F. Math skills: must have basic math and money skills sufficient to conduct household and client business transactions and to maintain required documentation.
 3. You must have a valid driver's license and your vehicle must have at least the minimum automobile insurance required by State law. You must be able to transport residents and perform job-related errands in a company van when available or in your personal vehicle, and you must park vehicles according to the company parking policy.
 4. You must have no record of DUI/DWI and no more than 2 moving violations and no more than one accident due to a violation in the last 36 months.
 5. You must be able to perform awkward, heavy lifting of up to 70 pounds and you must be able to wear a back belt when required.
 6. You must have reliable transportation to the work site.

7. You must present a professional appearance while on duty or on premises, including the use of professional language and postures as well as appropriate footwear and clean and neat clothing, jewelry and hairstyles that are in accordance with ACR's dress policy for management personnel. This is particularly important when meeting with medical staff, other professionals, parents, and at residents' social events in order to maximize your effectiveness as an advocate and role model for residents.
8. You must refrain from using scented personal and household products while on duty and/or on company premises, with the exception that you may use scented products in the live-in area, so long as their odor is confined to that area.
9. You must refrain from smoking while on duty or on premises.
10. You must be willing to participate in drug and alcohol testing.
11. You must limit non-work-related telephone and cell phone use (including texting) and internet use to emergency or safety issues only, and when possible notify your supervisor in advance.
12. You must have the ability to learn Company structure, acronyms and medical terminology.
13. You must have the ability to use household appliances including but not limited to cordless and cellular phones, fax machine, washer/dryer, dishwasher, stove, microwave, vacuum cleaner, smoke detectors, fire alarm and fire extinguisher.
14. You must have the ability to cook and to follow recipes used in the home. The recipes and food products used are determined by resident choice and dietary requirements and may include pork and other meat products.
15. You must have the ability to use household cleaning chemicals such as detergents and disinfectants and to follow label directions.
16. You must have the ability to organize, prioritize and complete multiple functions.
17. You must be able to adhere to Company policies as stated in the current employee handbook and the house policy book.

PLACES WHERE WORK IS PERFORMED: In the residents' homes, in ACR's main office, and in community settings determined by the job requirements and resident agenda such as parks, malls, libraries, clinics, places of worship, swimming pools, movie theaters, and other places where residents want and/or need to go. If resident health requires hospitalization your shifts may be performed at a hospital.

PREPARATION OF JOB DESCRIPTION: This job description was prepared from observing the work in process and from information provided by the Director of Nursing. It was prepared by Kristin Pitchford, Policy Specialist with ACR Homes and is updated from time to time.

EMPLOYEE ACKNOWLEDGEMENT OF RECEIPT OF JOB DESCRIPTION

I, _____, have received a copy of the job description
(print employee name)

for my position as a Case Manager RN with ACR Homes. I have read it, I understand it, and I accept responsibility for performing the Functions and meeting the Requirements and Qualifications of my position as described therein, or, if I am unable to do so due to disability, I hereby acknowledge my responsibility to request reasonable accommodation from my supervisor or from another superior within the company.

I understand that my future Performance Appraisals will be based on my performance of the Functions and my ability to meet the Minimum Requirements and Qualifications defined in this job description and that failure to perform according to this job description could lead to disciplinary action up to and including dismissal.

employee signature

date

RETURN THIS FORM TO THE ACR OFFICE MAIL BOX FOR ORIENTATION PAPERWORK