

# ***Holy Family Institute***

## ***Journey of Hope Program***

### ***Manager of Medical Services***

**Reports to:** Senior Director of Reunification Services

**Hours:** FT Position – 40 hours per week with flexibility as needed by the program.

**MISSION AND NEED:** Holy Family Institute (HFI) is a 120-year-old Catholic organization with an impeccable history of serving children and families in the Pittsburgh Region. We are one of Pittsburgh's largest social service organizations operating 15 programs in three counties. We are an independent organization guided by Catholic Social Teachings and serving people of all faiths and backgrounds.

**General Statement of Duties:** The Manager of Medical Services will provide leadership by coordinating medical care for the UC (Unaccompanied Children) in residence at HFI. The Manager of Medical Services arranges or partners with other health professionals regarding health and safety standards for out-of-home child care, child care licensing requirements, disease reporting requirements for care providers, immunizations for children, injury prevention for children, medication management and knowledge of community health and mental health resources for children. The Manager of Medical Services is responsible for scheduling all new intakes for an initial physical screening within twenty-four hours of their arrival. The Manager of Medical Services works collaboratively with local hospitals and billing companies to resolve all billing disputes. The Manager of Medical Services must also maintain all resident records in accordance with the HIPPA and agency guidelines. Final approval for hire will be done by the Project Officer of the Office of Refugee and Resettlement which is a sub-agency of the Department of Health and Human Services of the federal government.

*Please Note: Candidates will be required to show proof of being fully vaccinated against COVID-19 upon commencing employment. Reasonable accommodations will be considered on a case-by-case basis for exemptions to this requirement in accordance with applicable law. Applicants should be aware that for client-facing roles, particularly those involving close contact with vulnerable individuals, accommodations that involve remaining unvaccinated against COVID-19 may not be deemed reasonable. The Company will engage in the interactive process on an individualized basis in light of each particular role.*

#### **Essential Functions:**

1. Demonstrates the ability to see beyond own department to broader organizational needs in resource allocation, i.e., sees the big picture
2. Creates evaluations, improvement plans, corrective actions, etc. for the staff being supervised
3. Utilizes experience and knowledge of medical terminology and practices to make decisions about residents' care, to create reports, and to communicate with providers, staff, or residents
4. Schedules appointments in a timely manner with providers to ensure appropriate medical care for all residents
5. Provides printed, concise directions to providers and treatment facilities to all transporters
6. Provides appropriate role modeling through support and respect of milieu staff
7. Notifies staff and residents of upcoming appointments through distribution of medical schedule to all units
8. Explains the services to be provided to the resident prior to the appointment
9. Maintains professional communication with providers regarding children's needs and follow up recommendations

10. Assures medical appointment form is thoroughly completed with up- to-date information regarding medications, allergies, and insurance information
11. Writes reports to clearly indicate the reason for the appointment, the attending medical personnel, treatment received, the treatment prescribed, medication prescribed, and when follow-up is needed
12. Maintains confidentiality regarding medical information in compliance with HIPPA regulations
13. Submits a single TAR (Treatment Authorization Request) to the Division of Immigration Health Services to request authorization for the initial intake screening
14. Assures Medication Administration Records (MAR) are accurate and up to date
15. Creates a sustainable process that outlines clear responsibilities for medical staff
16. Maintains agreement with professional medical waste management company
17. Maintains list of compliance standards for each insurance company
18. Participate in team meetings, supervisory conferences, and other meetings

### **Minimum Requirements**

Bachelor's degree in Nursing or related medical field, Master's preferred. Current Pennsylvania professional medical license (PA, NP, RN) required. 2 years of experience working in the medical field and 2 years of supervisory experience required. Ability to work collaboratively with staff, residents, families, service providers, and others. Must be at least 21 years of age with a valid driver's license. Ability to remain calm and composed under stress. Ability to perform bending, lifting, grasping, fine hand/eye coordination, pushing/pulling, and/or prolonged sitting/standing. Ability to respond to telephones and other auditory stimulation. Ability to evaluate/interpret information and make independent judgments/decisions. Act 33/34 and FBI clearances required. Fluency in Spanish and English (read, write and speak) preferred. EOE

### **COMMITMENT TO SOCIAL JUSTICE**

Holy Family Institute and its affiliated organizations are committed to an environment that respects and values every human being and individual differences. We will invest time and resources to create an inclusive environment for all of our stakeholders. This means we will respect diversity that includes race, ethnicity, gender, socioeconomic status, education, disability, language, and sexual orientation. We also believe that we should be "Faithful Listeners" and embrace diversity of ideas, perspectives, and values. We believe in providing access, opportunity, fair treatment, and advancement for all people. Believing that "God is Found in Everyday Activities" we will do our best to eliminate barriers that prevent full participation in our programs and services. We believe "Loving Relationships" means that all are welcome, all are neighbors, and there are no exceptions. With this belief we aim to create an environment in which any individual or group can feel welcomed, respected, supportive, and valued.

**Holy Family Institute is an Equal Opportunity Employer**