



Consumer Safety and Client Rights Manager

Job Code: CRMGR - 118
Revision Date: Dec 21, 2018

Salary Range:
\$22.40 - \$36.64 Hourly
\$1,792.00 - \$2,931.20 Biweekly
\$46,586.00 - \$76,210.00 Annually

FLSA: Exempt

Overview

We are an agency committed to innovative behavioral health services in trauma-informed care that promote healing and recovery to instill a sense of empowerment and foster a lifelong sense of resilience.

General Description

The purpose of this job is to build and manage a model incident reporting system at EHN to ensure that all reported consumer safety and rights incidents are appropriately addressed.

This class works independently, under limited supervision, reporting major activities through periodic meetings.

Duties and Responsibilities

The functions listed below are those that represent the majority of the time spent working in this position. Management may assign additional functions related to the type of work of the position as necessary.

- Develops, drives and monitors the critical incident reporting process in collaboration with other departments to facilitate achievement of center wide safety goals fostering service excellence, quality and compliance.
- Serves as EHN's client safety and rights representative by assisting all departments in implementing safety goals and training identified through the incident reporting process.
- Develops and executes processes to complaints, investigations and resolution of issues related to safety, care and rights such as patient neglect, verbal abuse, and exploitation.
- Participates in the development and evaluation of center and departmental policies and procedures to ensure integration of standards of practice, performance and outcomes metrics.
- Conducts timely and formal, comprehensive reviews of projects and risk assessments that could lead to monetary loss, changes in implementation, or other liabilities to other units and departments throughout the organization.
- Provides administrative oversight of consumer risk management activities to include incident event reporting, tracking and follow up through a centralized reporting system.

- Develop metrics for measuring adherence to and compliance of client safety; analyze and identify trends from adverse-event reports; track data and report on metrics.
- Collaborate and follow-up with investigation authorized by state regulatory agencies such as HHSC or CMS.
- Performs audit and root cause analysis, and policy compliance reviews
- Performs other duties as assigned.

Minimum Education and Experience Requirements

Requires a Bachelor's Degree in Behavioral or Management Science, Public or Business Administration or related major supplemented by four (4) years of experience in risk management, public safety or closely related field; or possession of any equivalent combination of education, training, and experience which provides the requisite knowledge, skills, and abilities.

Experience with trauma-informed services; cognitive behavioral therapies, including DBT; and motivational therapies including the use of incentives, preferred.

Required Knowledge and Abilities

Knowledge of trauma-informed theories, principals, and practices (includes multi-faceted understanding of concepts such as community trauma, intergenerational and historical trauma, parallel processes, and universal precautions), preferred.

Physical Demands

Performs sedentary work that involves walking or standing some of the time and involves exerting up to 20 pounds of force on a regular and recurring basis or sustained keyboard operations.

Unavoidable Hazards (Work Environment)

- Involves routine and frequent exposure to:
 - Bright/dim light; Dusts and pollen.

Special Certifications and Licenses

- Must possess and maintain a valid state Driver's License with an acceptable driving record.
- Must be able to pass a TB, criminal background and drug screen.

Americans with Disabilities Act Compliance

Emergence Health Network is an Equal Opportunity Employer. ADA requires Emergence Health Network to provide reasonable accommodations to qualified persons with disabilities. Prospective and current employees are encouraged to discuss ADA accommodations with management.

Other Job Characteristics

- Staffing requirements, including criteria that staff have diverse disciplinary backgrounds, have necessary State required license and accreditation, and are culturally and linguistically trained to serve the needs of the clinic's patient population.
- Credentialed, certified, and licensed professionals with adequate training in person-centered, family centered, trauma informed, culturally-competent and recovery-oriented care.

Note: This Class Description does not constitute an employment agreement between the Emergence Health Network and an employee and is subject to change by the Emergence Health Network as its needs change.