

**Crusader Community Health**  
**JOB DESCRIPTION**

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**Job Title: Telephone Triage Registered Nurse**

**Job Status: Non Exempt**

**Job Grade: 22A**

**Manager Title: Medical Unit Manager or the Director of Women's Health Services**

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**POSITION SUMMARY:**

This is a direct service position in Crusader Community Health (CCH). The Telephone Triage Registered Professional Nurse (RN) is responsible for managing incoming calls from patients, home health agencies, hospitals and clinics that require immediate assistance with patient care needs. The nurse will also educate the caller when appropriate regarding immediate care, advice and preventative behaviors within the scope of the State of Illinois Nurse Practice Act and in accordance with the Code of Ethics for Nurses. This position reports to the Medical Unit Manager, or the Director of Women's Health Services.

**ESSENTIAL FUNCTIONS:**

1. Accountable for demonstrating the qualities outlined in the "Customer Service Standards of Excellence" program when interacting with patients, their families and friends, and fellow employees. Establishes, maintains, and promotes positive working relationships with internal and external customers in support of clinical goals and objectives.
2. Performs nursing triage utilizing nursing knowledge and critical thinking, adhering to national standards of care as well as agency policies and procedures.
3. Uses clinical nursing skills to accurately assess patient situation in a timely manner.
4. Assesses, develops, and implements an individualized plan of care for patients based on identified needs, existing patient data, nursing knowledge and standards of care.
5. Provides immediate care advice for emergent situations.
6. Determines appropriate disposition and provides complete information.
7. Provides appropriate preventative information.
8. Demonstrates knowledge of the age appropriate range of services, treatment and therapies available.
9. Identifies risks to patients and others and takes action to minimize/eliminate risk and maximize safety.
10. Documents assessment, implementation, and evaluation of the patient care process and all inquiries for medico-legal/statistical purposes.
11. Provides necessary psychosocial support.

12. Accepts direction and assistance appropriately in completing assignments.
13. Demonstrates accountability for professional nursing practice by adhering to clinical and nursing policies, procedures, guidelines, the Illinois State Nurse Practice Act and the Nurses Code of Ethics and Standards of Practice.
14. Develops an understanding of the quality assurance and quality improvement component of patient care.
15. Provides support to the patient care team by assisting with the management and distribution of internal and external correspondence, telephone and web encounters.
16. Provides an atmosphere of professionalism, privacy and confidentiality in the clinical area.
17. Provides health education instruction to patients based on the nursing assessment and provider orders.
18. Attains goals mutually established with the Manager within the set time frame.
19. Participates in special projects and assignments.
20. Performs other duties specified by the Manager or designee.

### **QUALIFICATIONS:**

#### **Knowledge of:**

1. Illinois Nurse Practice Act and Nursing Code of Ethics.
2. Nursing assessment process.
3. Community resources.
4. The role of the RN and relationship with other team members.

#### **Ability to:**

See attached Physical Requirement Form

### **EDUCATION/EXPERIENCE/TRAINING:**

#### **Education:**

1. Graduate of an approved school of Registered Professional Nursing.
2. Current Illinois Registered Professional Nursing license.
3. Current CPR certification.
4. Current with Continuing Education requirements.

#### **Experience:**

1. Previous experience in ambulatory care, hospital, or public health preferred.
2. Previous telephone triage experience preferred.
3. Electronic Health Record experience preferred.

**Technical Knowledge:**

**Other Skills:** Strong computer literacy/proficiency in Microsoft Office  
Bilingual preferred (written and verbal)

**Equipment:** PC, email, facsimile machine, computerized voice mail system, and common office machines, multi-line telephone system

**Software Knowledge:** Windows, MS Office (Word, Excel, PowerPoint)

**PERSONAL CHARACTERISTICS:**

- Exudes strong customer service skills
- Possess the ability to establish and maintain professional working relationships with all levels of staff, clients, and the public
- Detail oriented with the ability to work with minimum supervision
- Willingness to be part of a team-unit and cooperate in the accomplishment of departmental goals and organizational objectives
- Demonstrates excellent interpersonal communication skills
- Demonstrates organizational skills

**PHYSICAL REQUIREMENT FORM**

**Job Title: Telephone Triage Registered Nurse**

<b>Physical Demands</b>	<b>Continuous over 70%</b>	<b>Frequent 40-60%</b>	<b>Occasional 15-39%</b>	<b>Rarely Up to 15%</b>
Sitting	X			
Standing				X
Walking				X
Climbing				X
Bending				X
Pushing / Pulling				X
Carry / Lift				X
1-15lbs				X
15-30lbs				X
30-50lbs				X
Fine hand / Eye Coordination	X			X
Exposure to Blood and Body Fluids				
Exposure to Extreme Heat, Cold, Temp Fluctuations				X
Exposure to Hazardous Chemicals				X
Concentration on Detail	X			
Oral Communication	X			
Written Communication	X			
Ability to distinguish colors			X	

**Crusader Community Health does not require nor does it expect that an employee lift over 50lbs unassisted. Objects in excess of 50lbs should be lifted or moved with mechanical means or a team lift.**

**Employee Signature: \_\_\_\_\_ Date: \_\_\_\_\_**

**The above statements are intended to describe the general nature and level of work being performed. They are not intended to be construed, as an exhaustive list of all responsibilities, duties and skills required of personnel so classified. They are representative to the knowledge, skills, and abilities that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.**