




Incident and Confidentiality Manager Job Description

Job Title: Incident and Confidentiality Manager
Reports To: Finance and Administration Director
Job Location: Finance and Administration Department - Envision
Work Schedule: Full Time, 36 Hour week, Monday - Thursday
Exemption Status: Non-exempt
Prepared By: Human Resources
Latest Revision Date: 11/20/2017
Approved By: 
Approved Date: 11/20/17

Position Summary:

Supports Envision in enhancing the quality of life for people with intellectual and developmental disabilities by managing incident investigations and reporting and serving as Envision's HIPAA Privacy Officer.

Essential Job Responsibilities:

Serve as Agency Confidentiality Officer and HIPAA Privacy Officer

- Insure access to file room is controlled and limited to authorized persons in accordance to agency procedures
- Process all requests for release of information related to people supported
- Answer questions from staff and provide direction regarding confidentiality of information and records

Lead Investigations of Mistreatment, Abuse, Neglect or Exploitation Allegations in Weld County

- Act as resource for identifying type of incidents involving people supported
- Receive all reports of allegations of mistreatment, abuse, neglect or exploitation for the community centered board in Weld County
- Conduct Investigations and complete required reports
- Oversee work of trained internal investigators
- Present summary of investigations, conclusions and recommendations to the Envision Human Rights Committee (HRC) for review
- Primary contact for Adult Protective Services (APS)

Critical Incident Reports

- Review incident reports and enter data into the Division for Intellectual and Developmental Disabilities (DIDD) database, as appropriate
- Review and correct any incident report data entered incorrectly by others
- Enter any "Primary Agency Comments", investigation results, and/or "Recommendations/Action Plan" if applicable.
- Submit Completed Critical Incident Reports to DIDD within required timeframes
- Routinely check the database for any requests for follow up from DIDD, gather the needed information and respond. Resubmit to DIDD.
- Retrieve messages daily Fridays through Sundays and holidays from the Critical Incident voicemail box, extension #209 and dispense information to the appropriate responsible parties



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Manage Incident Report Data Management Process

- Contact providers to obtain any missing information
- Enter Incident Report data into Envision's Incident Report Database
- Route incident reports to case management
- Close out database information entered per incident report returned from case management
- Copy and distribute incident reports as noted on the report for routing

Law Enforcement Training

- Make presentations to law enforcement personnel about safety concerns and communication challenges relating to people with Intellectual and Developmental Disabilities.

Internal and External Relationships

- Utilize and maintain positive relationships with people supported, families/guardians, co-workers, community members/organizations, vendors and Division for Intellectual and Developmental Disabilities
- Communicate in an open and honest manner
- Document communication thoroughly
- Speak immediately with the Finance and Administration Director about negative interactions or possible complaints
- Uphold Envision's "Guiding Principles for a Culture of Trust and Respect"
- Demonstrate and promote person-centered practices

Provide Front Desk support as needed

Other Duties as Assigned

Education and Work Experience Qualifications:

Associate's degree in related field required. Bachelor's degree in related field preferred. Experience in the field of intellectual and developmental disabilities working directly with people with disabilities preferred. Experience speaking or presenting to large groups of people.

Required Skills:

- Ability to safeguard confidential information
- Ability to operate a variety of complex office equipment
- Working knowledge of computer software, including Microsoft Windows, Word, Excel, PowerPoint and Outlook
- Ability to use independent judgment in utilizing internal resources
- Ability to communicate effectively, both written and oral
- Ability to speak to groups of law enforcement professionals
- Ability to perform routine clerical responsibilities
- Ability to effectively speak in front of large audiences
- Ability to successfully complete any required Incident Investigations training courses

Certificates, Licenses, Registrations:

Must have a motor vehicle, provide proof of automobile insurance, have a valid Colorado Driver's license and acceptable driving record. An unacceptable driving record is a record with at least 3 occurrences of any combination of accidents (regardless of fault) or moving violations during the past three years and/or a record with 1 serious violation in the last three years or 3 or more serious violations committed prior to the past 3 years, but not more than 8 years ago.



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Physical Demands:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job.

While performing the duties of this job, the employee is regularly required to sit; use hands to finger, handle, or feel objects, tools, or controls; reach with hands and arms; and talk or hear. The employee is occasionally required to walk, stoop, kneel, crouch, or crawl. The employee must occasionally lift and/or move up to 25 pounds. Specific vision abilities required by this job include close vision, distance vision, peripheral vision, depth perception, and the ability to adjust focus.

Work Environment:

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. The noise level in the work environment is usually moderate and continuous sensitivity of co-workers in close proximity is required.

The employee must be able to complete their work satisfactorily in an environment where there are significant distractions, including but not limited to staff, people supported, and families walking through and conversing in the area, telephones ringing, conversations and interruptions to answer the telephone or to answer questions from others.

Employee Acknowledgement:

I have received and understand the essential duties and other requirements of my position as stated in the above job description. I am able to perform the essential duties with or without reasonable accommodations. I understand employment is at will.

Print Name

Signature

Date