

# Advocacy and Protective Services

## Position Description

<b>Position:</b> Medical Program Manager	<b>Reports To:</b> Senior Program Director
<b>Supervisory Responsibilities:</b> Supervises Medical Specialist staff	<b>Supervision Received:</b> Work is assigned from Senior Program Director
<b>Type of Position:</b> <input type="checkbox"/> Full Time <input type="checkbox"/> Part Time <input type="checkbox"/> Temporary	<b>FLSA Status:</b> Exempt
Position requires a standard work schedule that will require some flexibility to cover occasional evening and weekend hours.	

### Organizational Description

APSI (Advocacy & Protective Services, Inc.) is a statewide, private, non-profit agency dedicated to protecting the rights of Ohioans with developmental disabilities. We advocate for the people we serve by helping to make their desires and needs known, especially when they cannot speak for themselves or if they have no other advocate. We do this by providing a full array of guardianship and protective services to individuals age 18 or older.

APSI specializes in serving individuals with the highest level of needs, primarily through person only guardianship. As a guardian to an individual, APSI has the authority to make decisions of a personal nature on behalf of the individual (and relating to the individual only, not their estate) including medical and dental treatment, adverse interventions & strategies, work, residential placement and quality of life decisions.

### Job Summary

The Medical Program Manager is a first level managerial position that reports directly to the Senior Program Director. This position provides support and oversight for monitoring of quality medical support services; provides support to all the regions to optimize continuity in the provision of informed consent for medical care; and to provide supervision and support to medical specialist staff. This position does not provide direct services; provides support in achieving the day-to-day operations of the agency; supports program representatives with daily and crisis support to persons represented by APSI through guardianship, protectorship, conservatorship, and trustee services; provides support to ensure that program operations remain consistent with APSI Mission, Vision, and Values; provides technical assistance and support to regional program staff; assists in developing and

providing organizational tools to support day-to-day functions; and assists in the overall achievement of APSI Strategic Plan goals and objectives.

### **Essential Functions**

#### 1. Program Coordination:

- Provide direction, guidance, and supervision to medical specialists;
- Implement job duties in a manner that aligns with APSI Mission, Vision and Values, and APSI Policies & Procedures;
- Ensure that medical specialists implement their job duties in a manner that aligns with APSI Mission, Vision and Values, and Policies & Procedures;
- Review requests for non-routine pre-authorizations for medical treatment; research information necessary to help staff give informed regarding medical and/or behavioral interventions. Assure sufficient information for informed consent (review available medical history and medication information, etc.). Review with APSI physician consultant as necessary;
- Monitor proper service delivery in all medically related areas. Assist in design and implementation of monitoring and follow up systems for informed consent for medical treatment, major unusual incidents, review of medication records, DNR processes and other areas identified. Identify and monitor trends and patterns regarding adequacy of medical care;
- Assist in developing database for tracking volume of emergency after hours calls, critical medical issues, all DNR requests, etc. for compliance with DODD contract;
- Process DNR requests according to policy, maintain committee process notification and follow-up in matters relating to death of an individual served;
- Coordinate schedules of medical specialists to ensure coverage during work hours as well as during times the offices are closed (i.e. evenings, weekends, and holidays, etc.). Serve as back up for any shift not able to be covered by staff due to illness or emergency. Provide assistance to staff for complex medical or DNR issues;
- Complete necessary paperwork, including authorizations, reports, requests, etc. Document services according to APSI Policy & Procedure;
- Provide various training to medical specialists, newly hired staff, and the agency as a whole as needed;
- Demonstrate proactive problem solving skills;
- Maintain confidentiality of all information, including program representative related as well as service;

#### 2. Staffing and Human Resources:

- Assist in recruiting, hiring and supervisory practices;
- Provide supervision, training, guidance, and development to medical specialists through regular group and individual meetings;
- For all medical specialists, complete at least annual performance evaluations and employee development plans;
- Conduct at least quarterly individual supervision meetings with all medical specialists;

- Provide recommendations and implementation regarding disciplinary actions and performance improvement plans;
  - Participate in agency-wide, regional, and individual/supervision meetings with APSI leadership;
  - Participate in required trainings and professional development activities;
  - Self-initiate and disclose professional development needs;
  - Participate in statewide meetings and trainings as requested;
  - Participate in employee development plans;
  - Must be willing to travel throughout state of Ohio and have reliable transportation, a valid driver's license and auto insurance;
  - Assist in building and maintaining staff morale to support organization-wide efforts;
3. Partnership and Community Engagement:
- Actively participate in building strong partnerships with stakeholders, including DD county boards, Ohio Department of Developmental Disabilities, providers & organizations, businesses, other government agencies;
  - Actively participate in representing APSI at external partnerships, collaborations, and coalitions;
  - Ensure appropriate communication regarding pertinent needs and issues with the Senior Program Director, medical specialists, and other stakeholders as appropriate;
4. Organizational Leadership:
- Provide program, technical, and personnel support to the Senior Program Director;
  - Participate in knowledge transfer activities with leadership, supervisory and primary work staff;
  - Demonstrate leadership and professionalism through crises, changes, and other unexpected events;
  - Maintain and demonstrate a positive attitude regarding APSI services and persons APSI serves;
  - Actively coordinate and participate in staff meetings and work groups in a manner that supports APSI and ensures that conversations, deliberations, and actions have the needed information for informed decision-making;
  - Demonstrate active engagement by providing personal expertise and experience as well as insights from programs in internal work groups and meetings that help sustain and develop APSI's Mission, Vision and Values.
5. Other duties as assigned.

### **Experience and Requirements**

- Preferred five (5) years of experience medical terminology and procedures;
- Preferred three (3) years of supervisory experience;
- Work experience in a medical environment and experience working with medical professionals, physicians, and DD services;
- Experience working with persons in crisis;

- Passion for programs and services provided by APSI;
- Demonstrated commitment to strengths-based approaches to service delivery, principles of self-determination and person-centered planning;
- Ability to work effectively and efficiently in an open and diverse work place;
- Excellent written and verbal communication skills, including public speaking experience;
- Professional in attitude and presentation;
- Proficient with various technology applications including Excel, Word and electronic management databases;
- Highly organized and able to manage multiple projects and initiatives at the same time;
- Ability to meet deadlines.

### **Education Requirements**

Education in allied medical profession, nursing, or psychiatric social work profession with bachelor's degree in related field. RN or LPN without a bachelor's degree is acceptable in combination with significant work experience.

### **Working Conditions**

This position operates in a professional environment. This role routinely uses standard office equipment such as computers, phones, copy machines, filing cabinets and fax machines. This position requires the ability to occasionally lift office products and supplies, up to 30 lbs.

### **Disclaimer**

This job description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required of the employee. Other duties, responsibilities and activities may change or be assigned at any time with or without notice.

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Medical Program Director

Date