

Program Coordinator

SHRP24114

Lewis

\$44,850 - \$74,750

General Description:

Facilitate resolution of complaints/grievances/requests for patients of the hospital and respond and provide positive reinforcement to involved staff. Document patient concerns, to include patient demographic data, synopsis of incident, action taken to resolve, and outcome, input into patient grievance log database. Compose letters or emails to patients, medical staff, leadership, ensuring accuracy according to the terms of the hospital Complaint and Grievance Policy and Chair the Patient Grievance Committee. Identify systems related problems, via patient data, and work collaboratively with Mental Health Ombudsman, treatment teams, Administrators, and staff to resolve them. Coordinate interventions/services with the Nursing and Quality Departments. Investigate patient to patient and Adult Protective Services abuse and neglect complaints utilizing interviews, video reviews and other strategies as needed. All other relevant duties as assigned. Mandatory overtime may be required. Applicants selected for employment must successfully complete a chemical urinalysis and breath analysis drug and alcohol screening. All employees are subject to alcohol and drug testing for probable cause as set forth in agency and bureau policies. All applicants selected must successfully complete a background check. This is a tobacco free campus.

This position is on the Critical Needs List required by the Joint Commission.

Position Number: 0512P01597

Location: Lewis

Minimum Qualifications:

Education:	Bachelor's degree from an accredited college or university.
Experience:	Two (2) years of full-time or equivalent part-time experience in the program area or related field.
Internal Applicants Only:	One (1) year of full-time or equivalent part-time experience in the Department may substitute for the required experience.

Substitution Information: Additional education and experience may be substituted based on a year-for-year basis or as determined by the Office of Shared Administration Equivalency Chart.

Benefits Include:

- Paid vacation, holidays, and sick/family sick leave
- Health, dental, vision, retiree health, basic life, and supplemental life insurance
- Employee wellness programs
- Retirement
- Tuition reimbursement

The West Virginia Department Of Health Facilities is an Equal Opportunity employer. This position announcement is established as of May 9, 2024, and will remain open until May 16, 2024. Submit a paper application or detailed resume and any correspondence concerning this vacancy to: OHRMOSAClassComp@wv.gov. Please put SHRP24114 in the subject line of your email.

Note: Due to recent legislation, positions filled for the Department of Health Facilities and Bureau for Social Services beginning January 1, 2024, are no longer covered by the West Virginia Division of Personnel. These positions are now covered under the Office of Shared Administration Comprehensive Human Resources System.