Job Description – Call Center/Triage RN

Expectations of all HRRV Employees
Support the mission, vision and values through unequaled quality patient care, professional competence, collaboration, communication, innovation, accountability, ownership and provide support to the entire agency regardless of their primary office location.

Position Summary
Responsibilities include triage calls from patients/families, facilities/physicians and HRRV staff and assist as needed. Coordination of the interdisciplinary team staff to meet the needs of the caller.

Qualifications
- Superior clinical skills
- Excellent customer service skills
- Ability to direct staff
- Strong communication skills
- High level of organizational and prioritization skills and attention to detail

Certifications, Licenses, Registrations Required
- Current state RN licensure in North Dakota and Minnesota
- Certified Hospice and Palliative Care Nurse preferred

Physical Requirements/Working Conditions
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. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is regularly required to use hands to finger, handle, or feel; reach with hands and arms; and talk or hear. The employee frequently is required to stand and walk; occasionally required to stoop, kneel, or crouch. The employee is frequently required to sit for extended periods of time. The employee must regularly lift and/or move up to ten pounds, occasionally lift and/or move up to twenty pounds. Specific vision abilities required by this job include close vision, distance vision, color vision and adjust focus. The work environment is primarily an office setting.