



Position Title: Environment of Care Coordinator

Department: Operations

Reports To: Director of Nursing and Clinic Operations with
Dotted Line reporting to CFO for Facilities

Grade: 2

Statement of Duties

Duffy Health Center is a patient-centered medical home, and every role requires functioning effectively using a team-based approach. The Environment of Care Coordinator (EOCC) promotes the mission of Duffy Health Center by providing a safe, trauma-informed, welcoming environment within Duffy Health Center. The EOCC will use evidence-based practices (e.g., Trauma Informed Care, Diversity Equity and Inclusion, De-Escalation techniques) to offer a compassionate and calming presence while interacting with and assisting consumers. The EOCC will promote safety by carrying out Environment of Care assignments, coordinating facility maintenance through multiple vendors to ensure the safety of consumers and staff within the facility, grounds, and parking lots.

Position Functions

The essential functions or duties listed below are intended only as illustration of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if work is similar, related, or a logical assignment to the position.

1. Maintain a safe environment by providing a consistent presence on the Duffy Health Center grounds, in the waiting room and throughout the facility.
2. Greet patients and other guests, monitor the flow of people entering and exiting the building. Help guests to find an appropriate waiting space, based on observation of patient/client needs and demeanor. Maintain a calm, respectful environment in waiting areas.
3. Alert/activate Crisis Response Team and Medical Response Team, coordinating with others including Front Desk staff.
4. Participate in trauma informed critical incident de-escalation and management.
5. Participate as a member of the Environment of Care & Workplace Safety Committees.
6. Submit incident reports in a timely manner.
7. Perform safety rounds within the building and grounds and ensure doorways are free from people congregating. Ensure packages are not left in hallways/waiting room. Transport them to the mail room as soon as possible, no later than EOD- end of day.
8. Builds relationships with local community resources including police and fire first responders.
9. Work collaboratively with members of all departments at Duffy Health Center.
10. Provide information for resources within Duffy Health Center that would benefit consumers.
11. Coordinates with various vendors for facilities maintenance and projects, including but not limited to;
 - Alarm Company- Fobs, alarms, panic buttons, cameras
 - DHC Maintenance- Painting, cleaning, internal door locks, flooring
 - Town of Barnstable- Fire safety inspections, building inspections
 - Parking- Coordinate DHC employee passes, monitor unattended vehicles.
 - Plumbing and HVAC- Maintenance, inspections, and repairs



- Fire extinguisher inspection
 - Front door maintenance, key oversight
 - Office furniture, set up, coordinate movers and DHC signage.
12. Manage and follow up on ongoing to do lists created by Workplace Safety Committee and facility rounds.
 13. Serve as a liaison with the landlord on general maintenance requests and repair projects including the parking lot, dumpsters, HVAC, and the elevator.
 14. Participate in routine supervision meetings.
 15. Participate in staff meetings as required.
 16. Perform other duties as assigned.

Accountability

The nature of the work means that errors can be easily detected, usually by the employee. Consequences of errors, missed deadlines or poor judgment may result in minor confusion, involving minimal time and expense for correction, such as failure to involve the team in emerging situations and failure to file reports in a timely fashion.

Judgment

Well defined or detailed rules, instructions and procedures cover all aspects of work. Judgment involves choosing the appropriate practices, procedures, regulations, or guidelines to apply in each case.

Complexity

The work consists of a variety of duties which generally follow standardized practices, procedures, regulations, or guidelines. The sequence of work and/or the procedures followed vary according to the nature of the transaction and/or the information involved, or sought, in a particular situation.

Supervision

Work is performed under general supervision by the Director of Nursing and Clinical Operations. The employee is familiar with the work routine and uses initiative in carrying out recurring assignments independently with specific instruction. The supervisor provides additional, specific instruction for new, difficult, or unusual assignments, including suggested work methods. The employee is expected to recognize instances which are out of the ordinary and which do not fall within existing instructions; the employee is then expected to seek advice and further instructions. Reviews and checks of the employee's work are applied to an extent sufficient to keep the supervisor aware of progress, and to ensure that completed work and methods used are technically accurate and that instructions are being followed. In many cases, the work is self-checking, for example, requiring accounts to balance before proceeding.

The employee may be aware of confidential client information and must abide by all HIPAA and company confidentiality policies.

Nature and Purpose of Personal Contacts

Relationships with co-workers and the general patient population involving frequent explanation, discussion or interpretation of practices, procedures, regulations, or guidelines to render service, plan, or coordinate work efforts, or resolve operating problems. Other regular contacts are with



patient/service recipients and employees of outside organizations such as vendors, banks and/or developers/contractors. More than ordinary courtesy, tact and diplomacy may be required to resolve complaints or deal with hostile, uncooperative, or uninformed persons.

Work Environment

The work environment involves everyday discomfort typical of offices, with occasional exposure to outside elements i.e., Parking lots, facility, and maintenance walks. Noise or physical surroundings may be distracting, but conditions are generally not unpleasant.

Physical Demands

Work requires some agility and physical strength, for example maneuvering ladders, standing or walking most of the work period, walking/working indoors and outdoors, and helping clients or patients move. Occasionally, work may require lifting heavy objects and carrying them (up to 60 lbs.). There may be needed to stretch and reach to retrieve materials. Usually, the work will require physical effort over a significant portion of the workday. Employees are required to walk up and down stairs and can be outside the facility for short periods of time in a variety of weather conditions.

Motor Skills

Duties are both mental and physical. This job requires coordination and motor skills for activities such as moving objects, computer work, using office equipment, typing, filing, sorting, working with hand tools such as a hammer, shovel or screwdriver or operating a motor vehicle.

Occupational Risks

Duties generally do not present occupational risk with only occasional exposure to risk or stress. Minor injury could occur, however, through encounters with combative patients, physical work, facility maintenance or employee failure to properly follow safety precautions or procedures.

Confidentiality

Has access to some confidential information obtained during performance of regular position responsibilities, where the effect of any disclosure would probably be negligible or where the full significance of the overall confidential matter would not be apparent in the work performed.

Supervisory Responsibility

Employee has no supervisory responsibility.

Requirements under the DHC Emergency Operations Plan

During a declared Emergency, staff deemed as Essential Personnel are expected to work onsite at Duffy Health Center and Non-Essential Personnel are expected to work remotely. This position is essential and therefore this position may be expected to work on site during a declared emergency.

Education and Experience

A candidate for this position must have a High School diploma. Education or experience in human services, safety and/or consumer care preferred. Training will be provided.

Bi-lingual in Portuguese preferred.



Licenses and Certifications Required

Not applicable.

Knowledge, Skills and Abilities

A candidate for this position should have:

Knowledge of:

- Issues related to homeless and at-risk individuals, including mental illness, substance abuse, criminal history, and physical and sexual abuse.
- Protocol for handling crisis situations
- HIPAA regulations
- Trauma informed care
- Duffy Health Center services and model of care
- Local groups and organizations which provide social services.
- Schedule and status for ongoing projects related to our buildings, grounds, and parking lots.

Skill in:

- Handling multiple priorities simultaneously in a timely manner
- Trauma- informed de-escalation
- Responding to emergencies
- Observation and assessment of potentially volatile situations
- Creative problem-solving
- Work in partnership with vendors and staff in a professional and courteous manner.
- Written communication to level needed to prepare an informative and timely Incident Report
- Project coordination, prioritizing workload

And ability to:

- Independently interact and establish a positive rapport with a culturally diverse population that may be experiencing homelessness, substance use disorders and mental illness.
- Communicate respectfully and effectively with consumers, staff, volunteers, and management.
- Maintain confidentiality of all consumers, staff, and volunteers. Ensure the right to privacy and confidentiality when releasing information about clients to others.
- Maintain appropriate boundaries.
- Work flexible hours, including evenings as needed.
- Interact with staff at all levels of the organization, and from all backgrounds.
- Have sensitivity for a population who has experienced trauma.
- Interact effectively with homeless and at-risk individuals.
- Commit to the philosophy and mission of Duffy Health Center which serves the homeless and at-risk population, and to the team-based approach as part of PCMH.

Essential*

*Employees designated as “essential,” a standard Incident Command term used in Emergency Management, typically work on-site to provide direct clinical care or management of such.



Non-essential*

*Employees designated as “non-essential,” a standard Incident Command term used in Emergency Management, typically work off-site remotely to provide either clinical or administrative support to clinical operations.