

## FORT BELKNAP INDIAN COMMUNITY

**TITLE:** CHR/PCA Nurse Program Manager **SALARY:** DOE  
**DEPARTMENT:** Tribal Health **STATUS:** Permanent/Full-Time  
**PROGRAM:** Community Health Representatives/Personal Care Assistance  
**LOCATION:** Agency

### **SUPERVISION RECEIVED:**

Manager receives direct supervision from the Tribal Health Director.

### **SUPERVISION EXERCISED:**

Manager will exercise direct supervision of the CHR staff and Personal Care Attendants.

### **GENERAL DESCRIPTION OF DUTIES:**

Manager will be responsible for the day-to-day operations of the CHR/PCA programs and will work to enhance the healthcare delivery system on the Fort Belknap Indian Reservation.

### **ESSENTIAL DUTIES AND RESPONSILITIES:**

- Will provide orientation to all new employees.
- Will be responsible for maintain all employee personnel files, including annual performance appraisals.
- Will review reports, check-in lists, and requests.
- Will review and plan training for staff as needed.
- Will initiate monthly staff meetings and attend Tribal Health meetings.
- Will be responsible for ordering supplies, equipment, and repairs.
- Will work with other programs, agencies and IHS to develop, plan and implement new health programs.
- Will monitor health-related issues that affect the healthcare delivery system and report to the Tribal Health Director.
- Will provide community CPR and First Aid Training.
- Will promote health and wellness to the community and collaborate with prevention activities throughout the community.
- Will be responsible to prepare annual budget and monitor monthly.
- Responsible for overall program performance in accordance with state provider manual.
- Assure that all recipients of the program are receiving quality care in accordance with state provider policies and regulations.
- Advocate and/or represent recipients with any health/social problems of the program.

- Responsible for assurance that no known submission of fraudulent billing or negligent practice occurs with recipient while under the PCA Program.
- Provide direct supervision to all Personal Care Attendant workers including training and development, evaluation procedures, and the application process.
- Utilize workflow to process purchase order, check orders, travel requests and timesheets.
- Provide an annual report on CHR program due 30 days after end of fiscal year.
- Ensure all staff follow finance policies, procurement policies, GSA policies and personnel manual.
- Will be responsible for training Personal Care Attendants in the care of clients.
- Must have knowledge of the Montana Medicaid Standards and Regulations relative to client eligibility.
- Will develop and evaluate policies and procedures and update as needed to meet delivery of services.
- Maintains contact with those involved in the Personal Care Program.
- Responsible for assessing, evaluating, planning, development and implementation of in-home services to the client/recipient of personal care.
- Demonstrate confidentiality of patient information. To follow the Federal Privacy Act and the Freedom of Information Act.
- Understanding of Personal Care Attendant's services and Tribal Health Programs.
- Working with physicians, social workers and client family members.
- Work involves extensive walking as well as prolonged sitting to so required paperwork.
- Completes serious occurrence reports and critical incident reports according to the parameters outlined CSB305.
- Implement high risk services, as needed.
- Performs other duties that can reasonably be expected to promote the efficiency of the department and general well-being of the Fort Belknap Indian Community as assigned by director or other appropriate administrator.

**SPECIFIC DUTIES:**

- Conduct all written and verbal disciplinary actions for PCA/CHR workers
- Compile and prepare all required reporting documents in accordance with the program, including:
  - Serious occurrences
  - Billing Utilization Reports
  - Monthly and Annual Reports
- Oversee all office management procedures.

- Delegate work priorities appropriately and review standards of program performance regularly.
- Manage personnel records maintained by the PCA Program ensuring that records include TB Tests, training documentation, and competency tests in accordance with state guidelines.
- Maintains a caseload of qualified recipients, confidential files and ensure that all files are maintained in accordance with the State Provider Manual.
- Responsible for service delivery records per recipient submitted by Personal Care Attendants.
- Maintain recall file for individual recipients for assessments.
- Coordinate with PCA Nurse for 180 day patient evaluation and/or change in health needs.
- Responsible for internal auditing and monitoring to prepare for the Annual State Compliance Review conducted by the Montana Senior and Long Term Care Division.
- Responsible to conduct Quality Assurance recipient surveys.
- Responsible for the investigation of all complaints.
- Act as a liaison between the Department of Health and Human Services and program.
- Train Personal Care Attendants.
- Conduct in-home visits to assess personal care needs and eligibility for Medicaid Services.
- Ensure that the highest quality of care is achieved.
- Evaluate the on-going training and development plans for the personal care attendants.
- Maintain accurate and confidential files in accordance with the State Provider Manual.
- Will ensure the client will receive services within 10 days from date of referral when determination of eligibility is received for client.
- Will be responsible for ensuring that all laws, rules, and regulations of the Montana State Medicaid Program are adhered to.
- Shall maintain along with the Program Manager and Scheduler an accountable and accurate records management system for each client.
- Will provide an on-site recertification visit to each client every 180 days to review if each client is eligible for recertification and to evaluate the quality of services being provided by the PCA.
- Shall develop a training plan of 16 hours for the first year of employment and an additional 8 hours of in-service to be provided within a 1 year period for Personal Care Services.
- In determining the client's personal care service plan of cares and provide documentation of follow-up plans.
- Will ensure the clients are well aware and understand their individual rights and responsibilities and that those rights are continually upheld.

- Must submit the reimbursement from the state biweekly, review remittances for errors/claims and resubmit.
- Ensure all reimbursements are received, monitored, and evaluated to make sure PCA program does not over spend.

**KNOWLEDGE, SKILLS AND ABILITIES:**

- Must have knowledge of GSA policies and procedures.
- Must possess knowledge of Federal, State and Tribal Policies and Procedures.
- Must have the ability to effectively prepare annual, monthly and quarterly reports.
- Must have the ability to effectively prepare financial reports including budgets.
- Must have the skills to effectively manage subordinates, including communication and conflict management.
- Must have the skills to navigate the RPMS reporting system. Must have considerable knowledge of Long Term Care and the Personal Care Attendant Program including state and tribal regulations.
- Must also possess the working knowledge of the Medicaid/HCFA Billing Practices and ICD-9 CM Coding and Medicaid guidelines and regulations.
- Must have considerable knowledge of Billings and Health computer software i.e., RPMS, Medicaid Billing etc.
- Must be able to demonstrate supervisory skills such as delegating tasks, providing training to staff, dealing with difficult employees, and working within a group setting.
- Must have the necessary skills needed to organize effectively for billing claims, patient interviews, regular monitoring of performance standards and updates on Medicaid changes.
- Must have financial skill to prepare the annual program budget including projecting yearly revenue.
- Ability to work independently without assistance.
- Ability to communicate effectively both orally and written.
- Ability to network and collaborate with tribal, state and federal agencies.

**EDUCATION AND EXPERIENCE:**

- Montana State Licensed Nurse.
- Must have a minimum (3) year experience working in the healthcare field.

## **SPECIAL CONDITIONS:**

- Must possess a valid Montana State driver's license and be eligible at ordinary cost for inclusion with the Tribal Master Insurance Plan
- Current State of Montana License to practice as a Nurse.
- Must have never been convicted of a felony or a misdemeanor within (1) year proceeding entry date.
- May be subject to a background check to include criminal and work history.
- Will be in compliance with the Fort Belknap Community Council Substance Abuse Prevention and Drug/Alcohol Free Work Environment and Testing Policy.
- May be subject to work beyond normal working hours, often at night, on the weekends and during the holidays.
- Will be required to travel, frequently at times and sometimes during inclement weather conditions.
- Indian/Veteran Preference Policy applies.

**\*Immigrant Reform and Control Act requires that all individuals appointed to a position must present proof of employment eligibility. Successful applicants will be asked to produce documentation.**