

The National Capital Poison Center, founded in 1980, is an independent, private, not-for-profit organization affiliated with The George Washington University. In recognition of its high quality, the Center is accredited by America's Poison Centers. The mission of NCPC is to prevent poisonings, save lives, and limit injury from poisoning.

The NCPC is seeking a Clinical Operations Coordinator. This is a senior position at our organization. The incumbent trains and manages the Specialists in Poison Information (SPI) at the National Capital Poison Center, ensuring competence, quality, efficiency, adequate staffing, and stability. The incumbent also handles day-to-day operations of the poison control hotline.

The incumbent takes direction from and reports directly to NCPC Managing Director or Executive Director. This is a full time position.

#### Job Duties:

- Assume a leadership role in training new and established staff.
  - Organize training of new SPIs, making sure training is on track. Assign training shifts and responsibilities.
  - Active and direct participation in the training of each new SPI.
  - Communicate benchmarks and expectations to SPIs in training.
  - Develop or identify new teaching materials for SPIs.
  - Provide monthly feedback to SPIs.
  - Ensure staff competency and retention.
- Assume a leadership role with the SPI team
  - Manage workflow and provide feedback.
  - Resolve individual and group issues through training or implementing changes in operations procedures.
  - Work with the Managing or Executive Director to produce bi-annual SPI evaluations (March and October).
- Responsible for schedule preparation, review, revision, approval and publication at least 1 month in advance of schedule start date.
  - Assign project time to appropriate staff.
  - Approve/deny SPI requested time off in W2W following NCPC staffing requirements/policies.
- Responsible for finding and ensuring coverage for sick calls/absences. Provide coverage for absences when necessary. Some of these duties may be needed outside of business hours.
- Troubleshoot technologic/phone/EMR/facility issues and escalate them to specialized resources (IT, building management, etc) when necessary. Take ownership of issues and make sure they are fully resolved by vendors or support staff. Some of these duties may be needed outside of business hours. Participate in on-call coverage for administrative, tech/phone, and operational issues.
- Identify technological enhancements to quality and efficiency and work with the admin team to implement new technologies. Beta test new procedures, processes and facilitate and encourage their implementation if they are successful.
- Contribute to the hiring process by helping the Managing/Executive Director identify and evaluate potential SPI candidates.

- Monitor SPI adherence to work requirements (CEUs, remote telework, punctuality, attendance). Produce monthly SPI stats and distribute to staff by the 5<sup>th</sup> of the next month.
- Coordinate and facilitate NCPC interactions with other area agencies (lectures, activities, participation in HMC etc).
- Attend toxicology meetings, virtually and in person (NACCT, APC Town Hall, etc) and summarize relevant information for NCPC leadership.
- Optimize the center's performance and maintain a cohesive work environment.
- Provide phone coverage. Average of 2 shifts per week (16 hours) functioning as a CSPI/ABAT on the phones providing uncompromised consult quality. Some of these shifts will be during non-business hours; some, but not all, will involve SPI training.
- Write fatality summaries for NPDS annual report.
- Review and approve payroll.
- Participate in review of surveillance outliers and production of monthly reports for stakeholders.
- Design and produce at least 1 QA project, annually.
- Run monthly data clean-up in Toxicall and correct charts as needed to be completed for NCPC annual reports. Prepare annual and grant data reports. Prepare and distribute Virginia annual report.
- Maintain continuous ABAT certification (once certified) or CSPI certification (until ABAT certified). Maintain expertise in clinical toxicology and knowledge of current operations of U.S. poison centers.
- Assist with production of research projects.
- Assist with accreditation documentation.
- Performs other related duties as assigned. The omission of specific duties does not preclude the supervisor from assigning duties that are logically related to the position.

#### Minimum Qualifications:

Qualified candidates will hold a BSN or PharmD in a related discipline plus 7 years of relevant professional experience. Degree must be conferred by the start date of the position.

#### Desired Qualifications:

- Diplomat of the American Board of Applied Toxicology (ABAT), OR
- 7 years of experience as a CSPI with a minimum CSPI exam score of 115 points and ABAT-eligibility as determined by ABAT approval to sit for an upcoming ABAT exam or an informal ABAT credentialing review showing the individual is close to eligibility. ABAT-certification will be required within 4 years of employment, OR
- Completion of a clinical toxicology fellowship with documentation of eligibility to sit for an upcoming ABAT exam. ABAT-certification will be required within 4 years of eligibility.
- Eligible for licensure as a pharmacist or RN in DC, MD and VA.
- Dependable, responsible, meticulous and responsive with excellent communication and teaching skills.
- Flexible and adaptable and able to promote quality, cohesiveness, efficiency, and staff morale.

Position is essential; on-site.