

Send résumé to Beth.McDonald@NSL.Law

Position Description

Title TBD - Risk Management Representative Type for Risk Education Services	Classification <input checked="" type="checkbox"/> Exempt <input type="checkbox"/> Non-Exempt
Department Risk Education and Evaluation Services	Reports To Director of Risk Education

General Function

This position contributes to the advancement of department risk education and patient safety initiatives by performing a variety of administrative activities and handling administrative requests from managers. Assist managers with the development, organization and presentation of risk education programs and resources. Coordinating the production and dissemination of all event publications, including extensive writing and publication, policy development, program planning and implementation.

Major Duties and Responsibilities

- Support AVP and Director of Risk Education.
- Assist in maintenance of current Rules and Regulations governing the practice of medicine and health care providers in all policyholder states.
- Work collaboratively to assist in the development of event-related programs and activities.
- Assist with the development, organization and presentation of risk education programs and associated materials.
- Analyze and interpret general business periodicals, professional journals, newsletters, Department of Health related boards and government Rules and Regulations.
- Effectively present information and respond to questions from managers.
- Explore and provide knowledgeable recommendations regarding appropriate risk education topics, trends and changes to Rules or Regulations.
- Assist with developing accurate, quality and professional risk management and patient safety materials, with mentoring, at a professional publication level (e.g. education content PowerPoint, new assessment tools, risk alerts, emails)
- Maintain technical and professional expertise in order to provide current, innovative, customer focused materials.
- Demonstrates effective collaboration with Core Units such as UW, Claims & Marketing
- Assist with implementing new programs.
- Assist with the analysis of SVMIC and national claims information/data to identify risk trends.
- Conduct research on various legal and risk topics.
- Establish and maintain positive and effective working relationships with employees, policy-making bodies and medical associations.
- Assist in the development of and prepare resources on risk management issues for policyholders and office staff.

- Assist in the development of and maintenance of resources and sample forms pertaining to legal, office practice, regulatory and compliance matters.
- Assist in the development of innovations, strategies and ideas for improved risk education programs, activities and initiatives.

Skills and Abilities Needed

- Proficient in working with the following computer applications: Word, Outlook, PowerPoint and Excel. Familiarity with SharePoint and presentation software a plus
- Strong organizational skills and assertiveness to problem solving
- Excellent writing and communication ability
- Innovative, able to thrive with change
- Ability to work well in a “team environment”
- Ability to drive automobile
- Travel if required
- Experience in a health related/legal field preferred
- Risk management/patient safety and/or loss prevention experience preferred

Education

- High School diploma or equivalent
- High School diploma + up to 18 months specialized training
- Associate Degree or 3 years specialized training –
- Bachelor’s Degree (B.A., B.S.)
- Master’s Degree (M.A., M.S.)
- Doctorate Degree (Ph.D., J.D.)

Experience

- On the job training up to 3 months
- Over 3 months through 1 year
- Over 1 year through 2 years
- Over 2 years through 5 years – healthcare experience preferred
- Over 5 years through 10 years

Complexity

- Standard procedures. Supervision regularly provided.
- Selection and application of standard procedures. Requires making minor decisions.
- Selection and application of moderately complex procedures. Independent judgment to identify alternative actions.
- Substantially complex and diversified. Independent analysis of facts and application of technical and detailed guidelines.

- Basically non-standardized involving many complex tasks and decisions. May involve one or more areas.
- Responsibilities involve multiple departments and organizational concerns. Approves major recommendations, policies and objectives.

Impact of Decisions

- Decisions and impact are minimal. Errors easily detected.
- Short-range decisions within small group or activity. May affect other services, individuals or activities. Limited monetary responsibility.
- Moderate responsibility for final decisions affecting unit, department or program. Authority to set procedures. Substantial monetary responsibility.
- Significant responsibility for making final recommendations. Authority to set procedures. Substantial monetary responsibility.
- Basically non-standardized, involving many complex tasks and decisions. May involve one or more areas.
- Responsibilities involve multiple departments and organizational concerns. Approves major recommendations, policies and objectives.

Communication with others

	<i>Daily</i>	<i>Weekly</i>	<i>Monthly</i>	<i>Occasional</i>
Co-Workers	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Internal Departments	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Policyholders/Applicants	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Suppliers, Contractors, Vendors	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Actuaries, Auditors, Consultants, Defense Firms/Attorneys, Investment Advisors	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Executive Officers, Department Heads, Vice-Presidents, Assistant Vice-Presidents	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Board of Directors, Committee Members	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Insurance Commissioners, Federal and State Administrators	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>

Purpose of Contact

- Exchange information, provide services, research.
- Cooperation, clarification.
- Coordination, advising, planning, approving.
- Influencing, motivating or controlling.
- Negotiating, justifying or defending.
- Settling controversial or significant issues.

Degree of Supervision

- None.
- Lead or senior capacity over others doing similar work.
Formally plans, assigns, directs and coordinates work in unit or section of department.
- Supervision of a major department.
- Supervision of multiple departments.

Type of Supervision

- Assign work, add or delete duties.
- Plan work, establish priorities.
- Instruct and train in methods and procedures.
- Make hiring recommendations.
- Make final decisions on hiring.
- Prepare performance evaluations.
- Make recommendations regarding unsatisfactory employees.
- Make final decisions to terminate for cause.
- Recommend salary adjustments.
- Make adjustments in compensation.
- Make promotional recommendations.
- Make final decisions on promotions.
- Maintain staff records.
- Handle complaints and grievances.

Each employee is required to meet attendance standards. Employees must have the ability to work well and cooperate with supervisors, co-workers and customers; and if applicable, ability to manage and supervise subordinates. Management retains the discretion to add or change duties of the job at any time.