POSITION DESCRIPTION, Form 30
Commonwealth of Massachusetts

1. POSITION TITLE
Compliance Officer II – Patient Liaison

2. APPROPRIATION OR AGENCY CODE
5095-0000

3. GENERAL STATEMENT OF DUTIES AND RESPONSIBILITIES
Works with patients and staff to ensure a participatory process for patients as it relates to the reduction and/or elimination of restraint and seclusion. Conducts individual patient debriefings after incidents of restraint/and or seclusion in order to identify individual, unit and hospital-wide strategies to reduce/eliminate restraint and seclusion. Facilitates clinical debriefings with patients and staff to identify individual unit and hospital-wide strategies that reduce restraint/seclusion. Makes recommendations based on patient/clinical debriefings to supervisor and/or teams. Acts as an advocate for the patient in treatment planning as it relates to restraint reduction. Assists in the development of training and education regarding the patient/consumer perspective of restraint/seclusion. Identifies human rights issues as they arise during debriefings and collaborates with Human Rights Officer(s) as necessary.

4. SUPERVISION RECEIVED
COO, Administrative Supervision
DON, Clinical Supervision

5.A. DIRECT REPORTING STAFF
None

5B. THEIR STAFF
None

6. DETAILED STATEMENT OF DUTIES AND RESPONSIBILITIES

1. Interacts with clients on a regular basis to establish rapport and refers patients to unit staff and the human rights officer when appropriate.
2. Assists in monitoring the facility’s use of restraint and seclusion by reviewing each episode and related aggregate data regarding restraint and seclusion use.
3. Conducts individual debriefing of patients and facilitates staff debriefing after the use of restraint or seclusion.
4. Participates in the development of treatment planning which encourages alternate interventions to reduce the use of restraint and seclusion.
5. Participates in the training of staff related to the consumer perspective of treatment.
6. Participates as a member of the Executive team and other restraint reduction related or risk management related committees, as applicable to role.
7. Works collaboratively with facilities Human Rights Officers.
8. Works collaboratively with outside advocates, as needed.
9. Compliance with all applicable state and federal laws including the Health Insurance Portability and Accountability Act (HIPAA) regulations which govern the privacy and confidentiality of information about patients.
10. Performs other duties related to restraint/seclusion reduction/elimination as required.

7. QUALIFICATIONS Required at Hire

1. Ability to understand, explain and apply the statutes, rules, regulations, policies, procedures, specifications, standards and guidelines governing assigned unit activities.
2. Ability to exercise sound judgment.
3. Ability to establish and maintain harmonious working relationships.
4. Ability to advocate for and/or with patients.
5. Ability to establish rapport with persons from different ethnic, cultural and/or economic backgrounds.
6. Ability to establish rapport with individuals with mental illness.
7. Ability to motivate others.
8. Ability to communicate effectively in oral expression.
9. Ability to write concisely, to express thoughts clearly, and develop ideas in logical sequence.
10. Ability to gather information through questioning or observing individuals.
11. Ability to gather information examining records and documents.
12. Ability to exercise discretion in handling confidential information.
13. Knowledge of the mental health system, inpatient facilities.
14. Knowledge gained from personally utilizing mental health services.

8. QUALIFICATIONS ACQUIRED ON JOB (List knowledge, skills, abilities)

   Knowledge of the laws, rules, regulations, policies, procedures, specifications, standards applicable to DMH and especially those guidelines governing human rights and restraint and seclusion.

9. MINIMUM ENTRANCE REQUIREMENTS
Applicants must have at least (a) four years of full-time or equivalent part-time, experience working with people with mental illness or advocacy work or (b) any equivalent of the required experience and the substitutions below.

Substitutions
A Bachelor’s or higher degree may be substituted for a maximum of two years of the required experience.

Experience or credits towards such a degree will be prorated on the basis of the proportion of the requirements actually completed.

10. LICENSE AND/OR CERTIFICATION REQUIREMENTS
Preferred candidate will have a valid drivers license and will be well versed and have experience in the field of Human Services. Experience in the areas of patient safety, process improvement, systems dynamics and systems re-engineering also preferred.

Signature of Appointing Authority

Title

Agency

Prepared by

Initials of Incumbent Date Initials of Supervisor Date

Note: This form must be submitted to Personnel-Civil Service for every new position title in your jurisdiction, and for any substantive change in an established position.