**Position Summary**

The Central Supply, under general direction, assures an efficient flow of medical supplies from stock to nursing units and orders/restocks supplies, as needed.

**General Purpose**

This position involves responsibility for ordering adequate supplies to meet demands within provided guidelines, unpack skids of supplies, and deliver necessary supplies to the nursing units. This Central Supply must be able to complete assigned tasks with minimal supervision.

**Role Qualifications**

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skills, and abilities necessary to perform the position. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

**Position Responsibilities**

Specific responsibilities of the position include, but are not limited to, the following:

* Professionally answer phones;
* Gather and deliver supplies for nursing units;
* Cleans instruments, equipment, carts and shelves
* Order supplies;
* Filing and data entry;
* Unload shipments and check against packing slips for accuracy;
* Sterilize equipment as needed;
* Prepare billing for various vendors/consultant companies;
* Restocks central supply carts, nursing unit shelves and filing cabinets;
* Check equipment, including air mattresses, to be sure they are in working order;
* Has the ability to manage stress tolerance, pressure and anxiety;
* Other duties as assigned by DON or designee

**Essential Knowledge, Skills and Ability**

Education/Certifications/Experience

* DEGREE: High School diploma or equivalent is required.
* EXPERIENCE: Sufficient experience in order to perform daily tasks with an understanding of the duties involved. A minimum of one year long-term care experience is required.

Knowledge

* NURSING: Basic knowledge of medical terminology.
* CUSTOMER SERVICE: Knowledge of principles and processes for providing excellent customer service. This includes meeting the quality standards for services and providing customer satisfaction. Proven experience in establishing and maintaining relationships with multiple levels of the organization.
* TECHNOLOGY: Knowledge on how to operate a desktop computer used to enter, access, and/or retrieve data. Effective degree of proficiency with Microsoft Office applications.
* SAFETY AND SECURITY: Knowledge of relevant equipment, policies, procedures, and strategies to promote effective local, state, or national security operations for the protection of staff and residents, data, and the Facility as a whole.
* ENGLISH LANGUAGE: Must have the ability to read, write, and follow oral and written directions at a level necessary to accomplish the job.
* CUSTOMER AND PERSONAL SERVICE: Knowledge of principles and processes for providing excellent customer and personal services.
* PSYCHOLOGY: Knowledge of human behavior and performance; individual differences in ability, personality, and interests; learning and motivation.
* CLERICAL: Knowledge of administrative and clerical procedures and systems such as managing and organizing files and records, and other office procedure and terminology. Ability to keep records and reports.

Skills/Ability

* ACTIVE LISTENING: Ability to give full attention to what others are saying. Taking time to understand the points being made, and asking questions, if appropriate. Ability to hear and respond to residents.
* COMMUNICATION: Ability to communicate effectively across the organization in English. Includes the ability to read, comprehend, and interpret documents such as safety rules and procedure manuals and the aptitude to write routine reports and correspondence. Ability to speak effectively and be understood by others.
* QUALITY MANAGEMENT: Looks for ways to improve and promote quality and demonstrates accuracy and thoroughness.
* MONITORING: Assessing performance of self, other individuals, or the Facility to make improvements or take corrective action.
* SERVICE ORIENTATION: Actively looking for new ways to help others.
* PROBLEM SENSITIVITY: Ability to tell when something is wrong or is likely to go wrong. It includes recognizing and solving problems.
* TEAMWORK: Ability to work well with supervisors, peers, and subordinates to achieve goals. Readily gives and receives help and values the contribution of teammates. Ability to maintain effective working relationships with superiors, co-workers, students and other personnel.
* EMOTIONAL STABILITY: Ability to cope with the stresses of the environment.
* DEPENDABILITY: Reliable, responsible, and dependable, while fulfilling obligations. Must be capable of maintaining regular attendance.
* INTEGRITY: Ability to be an honest and ethical employee while exercising both patience and tact and complying with the Facility’s policies and procedures.
* TECHNICAL: Ability to use office computerize programs and spreadsheet software. Ability to use other computer technology as trained required to complete job duties.
* CRITICAL THINKING/REASONING: Ability to use logic to solve practical problems to identify the strengths and weaknesses of alternative solutions, conclusions, or approaches to problems. Strong problem solving skills and the ability to be flexible and change directions when needed.
* ORGANIZING, PLANNING & PRIORITIZING WORK: Ability to develop specific goals and plans in order to organize, and accomplish work. Detail-oriented with very strong organizational skills and ability to prioritize multiple projects in a fast-paced, deadline-oriented environment while remaining calm under pressure.
* ATTENTION TO DETAIL: Being careful and thorough in completing work-related tasks.
* VERSATILITY: Openly accepts change. Can apply knowledge and skills across a broad spectrum.

**Valued Skills, Interests, and Experience *(not required)***

Employee should possess a genuine sensitivity towards the needs and feelings of others and have the ability to deal with a variety of personalities and constant changing environment.

If position is filled by licensed practical nurse, responsibilities may include emergency response and other tasks that would involve working within the guidelines of the license.

**Reporting to this Position**

* None

**Position Hours and Travel**

* The Facility is required to employ staff 24 hours per day, 7 days per week. Shifts may vary based on the needs of the Facility.
* Additional hours, with little or no notice, may be required, if deemed necessary by the reporting supervisor.
* Local and out-of-town travel may be required. Average travel expectation is less than 1%.

**Compliance Program**

Our Facility is committed to compliance with program requirements and ensuring that employees understand the value the Facility places on its compliance program. All relevant personnel will participate in compliance education and training programs of the Facility. Employees will be required to have a minimum number of educational hours per year, as appropriate, as part of their employment responsibilities. Participation in training programs is a condition of continued employment. These training requirements will be a factor in each employee’s annual evaluation.

**Physical Demands and Work Environment**

The physical demands and work environment characteristics described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

* *Physical Demands:* While performing the duties of this job, the employee is occasionally required to walk; sit; use hands to finger, handle, or feel objects, tools, or controls; reach with hands and arms; balance; stoop; talk or hear. The employee must occasionally lift, push and/or move up to 50 pounds. Specific vision abilities required by the job include close vision, distance vision, color vision, peripheral vision, depth perception, and the ability to adjust focus.
* *Work Environment:* While performing the duties of this job, the employee is exposed to weather conditions prevalent at the time. The noise level in the work environment is usually minimal.

**Health Insurance Portability and Accountability Act (HIPAA)**

The Health Insurance Portability and Accountability Act (HIPAA), signed into federal law in 1996, set national standards regarding security and privacy of a person’s health information.

Our Facility is committed to protecting the privacy, security, and integrity of individually identifiable health information received from or, on the behalf of, our employees. Our Facility adheres to the highest standards in integrity in the performance of its business and is prepared to maintain compliance with HIPAA and other regulatory requirements by adopting and adjusting policies and processes as necessary.

Employees will hold confidential any proprietary information including all resident records, medical documentation and third party insurance information.  All resident medical records shall be treated as confidential so as to comply with all applicable laws regarding the confidentiality of resident records, including, without limitation, the privacy and security standards promulgated under the Health Insurance Portability and Accountability Act of 1996 ("HIPAA").  Employees do not divulge, disclose or communicate to any person or entity (other than as required by law), information affecting or relating to residents or employees.