

JOB DESCRIPTION

Job Title	: Coordinating Nurse
Location	: Tokyo Japan
Legal Entity	: International SOS Japan Ltd
Reports Functionally To	: Regional Medical Director
Reports Administratively To	: DoD Civilian Program Service Delivery Director (Japan)
Works Closely with	: Japan Medical Director Coordinating Doctors Operations Specialists Operations Managers Quality Team
Direct Reports	: Nil

A. Overall Purpose Of The Job *(Brief description of the primary purpose of this position)*

The Tokyo-based Coordinating Nurse is responsible for facilitating health care services requested under the health insurance policies of participating Japan-based US Federal Employee Health Benefit (FEHB) Program Carriers providing health insurance to US Government Civilians (Civs), working on behalf of the US Department of Defense.

B. Key Responsibilities *(Critical responsibilities and skills of this position, listed in order of importance)*

MEDICAL ASSISTANCE SERVICES AND REFERRALS

- Receive and assess relevant medical related calls.
- Collect logistical, medical and collateral case histories pertaining to the medical event / incident to enable the patient's referral to the most appropriate medical facility.
- Responsibility for medical due diligence and case direction with respect to requests for insurance coverage for medical treatment required.
- Be responsible for medical referral for patients to an appropriate level of care, clinical specialty and provider.
- Provide telephone medical assessment for patients and medically monitor the appropriateness of the treatment being administered by the treating medical facility.
- Collect relevant medical information to produce medical reports that effectively communicate medical progress and information to be utilised in determining whether treatment being administered, or that may be required, is provided for under the patient's health insurance coverage.
- Effectively communicate verbally and/or in writing with the relevant parties on the progress of the patient and discuss appropriate medical management and dispositional recommendations.
- Be responsible for the medical information released by the Program team.
- Liaise with relevant Treating Medical Officers, Local Medical Officers and medical departments as appropriate to expedite case management and obtain information to determine whether the treatment is provided for under the patient's medical insurance coverage.
- Positively promote the work of International SOS.
- Maintain high standards for detailed and accurate documentation including the consistent updating of case files adhering to robust principles of confidentiality.

CASE ESCALATION

- As per DOD Civilian Program escalation process to Local Medical Director.
- Escalation as per International SOS protocol to the Regional Medical Director or Medical Case Lead of individual Assistance Centres for possible complaint cases, unusual scenarios, and potential transport cases.

NETWORK SERVICES

- Collation of new information on medical providers and facilities encountered and the sharing of this information with Network Services
- Participate in site surveys (review of medical facilities), medical audits and provide written reports in accordance with the International SOS' specification of the network audit tool.

ADDITIONAL RESPONSIBILITIES

- To work within and promote all International SOS's policies, procedures and corporate values.
- To be aware of International SOS' OH&S policies, practices and procedures and actively participate in the ongoing development and enhancement of these important areas of our business.
- Undertake project work or reasonable duties as requested by the direct managers.
- Undertake specific training on unique software or programmatic requirements to fulfil the expectation of the role and client.
- Be responsible for own Continuing Professional Education (CPE). International SOS will endeavour to support appropriate Continuing Professional Education requests.
- Attend supervision, training and departmental meetings as and when required.
- All employees are responsible for ensuring compliance with all EEO and OH&S requirements and keeping the workplace safe, free of harassment, discrimination, bullying and hazard free at all times.

C. Job Profile

Required Skills and Knowledge *(Brief description of technical knowledge or skills needed to perform the job)*

- Able to demonstrate clinical leadership and application of a team focused approach in the clinical setting.
- The ability to prioritize medical information and produce clinical recommendations for clients.
- Computer literate in MS Office Applications and Windows applications.
- Keyboard skills (desirable)
- Professional written and verbal communication skills
- Customer /client focused approach to clinical care.
- Confidence in clinical decision making.
- Cultural awareness

Required Competencies *(Critical behaviours necessary to successfully perform the job)*

- Leadership
 - Upholds ethics and values;
 - Demonstrates integrity;
 - Establishes effective relationships with clients and staff;
 - Motivates and empowers others;
 - Effective communication which encourages clear dialogue, debate and reflection to promote and discuss ideas in the pursuit of positive outcomes.
- Teamwork
 - Demonstrates an interest in and understanding of others;

- Develops and maintains good relationships with colleagues and contacts external to the organisation;
- Relates well to people at all levels;
- Listens, consults others and communicates proactively;
- Supports others, mentors and guides new team members in their role.
- Quality of Service
 - Focuses on customer needs and satisfaction;
 - Sets high standards for quality and quantity;
 - Monitors and maintains quality and productivity;
 - Works in a methodical way to achieve positive outcomes;
 - Applies clinical knowledge to decision making;
 - Maintains continual professional development;
 - Shares expertise and knowledge in the pursuit of positive outcome and application of evidenced based clinical practice.
- Efficiency
 - Makes prompt, clear decisions which may involve tough choices or considered risks;
 - Takes responsibility for actions, projects and people;
 - Takes initiative, acts with confidence and works under own direction;
 - Initiates and generates activity.
- Coping with Pressure and Setbacks
 - Works productively in a pressurised environment; Keeps emotions under control during difficult situations;
 - Balances the demands of a work life and a personal life; Maintains a positive outlook at work;
 - Ability to understand a problem, seek, analyse and apply recommendations for positive outcomes;
- Handles criticism well and learns from it.

Required Work Experience *(Brief description of the job-related experience needed to perform the job)*

- Experience of working in the acute care clinical setting, preferably ICU/ER for a period greater than 3 years.
- Prior medical assistance experience, desirable but not essential.

Required Qualifications *(Brief description of the educational background needed to perform the job)*

- Must hold registration to practice in country of services being provided
- Advanced specialist qualification in Intensive Care or Emergency Nursing desirable;
- Registered Nurse

Required Languages *(Brief description of the language skills needed to perform the job)*

- Written and spoken Japanese (Fluent Level)
- Written and spoken English (Business Level)

Travel / Rotation Requirements *(Brief description of any travel or rotation requirements)*

- This position may require local or international travel when participating in commercial / medical evacuation and in support of International SOS's other medical services (e.g.) clinics
- This position may require participation in weekend duties for the hours of 0800-1730hrs.

This job description outlines the types of responsibilities the incumbent is required to perform.

The incumbent may be required to perform job related tasks other than those specifically presented in this job description. This job description is subject to regular review.

Name & Signature of Reporting Manager

Name & Signature of Employee

Date

Date

Name & Signature of Country General Manager
or Regional General Manager

Date

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