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White Stone Healthcare Resources, LLC is a Service-Disabled Veteran-Owned Small Business (SDVOSB) certified by the VA. We have provided clinical staffing to the Department of Defense, VA, the Indian Health Service, and private industry since 2004. We differentiate ourselves by our responsiveness, our focus on employee satisfaction, and unsurpassed customer service to both employees and clients. We invite you to read our [Google reviews](#) that provide insight into our company.

To apply for this job: Carefully read the details of this job posting for a Day Shift Telehealth Triage Registered Nurse. **Note that all times listed are Central Standard Time.** If you feel, with your skills and experience, you would perform well in this position, submit your resume as instructed. **Be sure your resume contains your 1) email address, 2) phone number, and 3) your full name as it appears on your Registered Nurse license(s).**

If you are an individual with a disability and require a reasonable accommodation to complete any part of the application process, or are limited in the ability or unable to access or use this application process and need an alternative method for applying, you may contact Ruth at rsherred@whitestoneLLC.com for assistance.

**DAY SHIFT TELEHEALTH TRIAGE REGISTERED NURSE
JANUARY 31, 2022, START
FULL-TIME TEMPORARY TO MAY 1, 2022**

CRITICAL TO KNOW

The Day Shift Telehealth Triage Registered Nurse is a team member of the Global Nurse Advise Line (GNAL) operation, an inbound medical call center open 24x7/365 days a year, including holidays and weekends. GNAL services active-duty military members and their families (TRICARE), retirees, and their family members. The Day Shift Telehealth Triage Registered Nurse will **work from home. This is a full-time temporary position to May 1, 2022.**

Pay: \$35.00 per hour

Job Type: Full-time Temporary (40 hours per week). Weekend work (Saturday & Sunday) required every weekend.

Please visit our website (www.whitestoneLLC.com) plus read our [Google reviews](#) to discover more about our company.

SCHEDULES NOTE – These schedules cannot be adjusted.

- 1. 7:00 AM CST – 3:30 PM CST; Tuesdays & Wednesdays off**
- 2. 7:00 AM CST – 3:30 PM CST; Tuesdays & Thursdays off**
- 3. 9:00 AM CST – 5:30 PM CST; Tuesdays & Wednesdays off**

Start Date: January 31, 2022

Training: Paid; online; attendance taken. Mandatory training for the Day Shift Telehealth Triage Registered Nurse will be **Monday through Friday 8:00 AM to 4:30 PM CST** for four (4) weeks including 17 days of classroom training and three (3) shifts of precepting. *Please note: This training occurs during the **day shift**. Since this training is mandatory, absences are not allowed.*

REQ ID #: 22-01

JOB SPECIFICS

Successful applicants for the Day Shift Telehealth Triage Registered Nurse shall have the following qualifications:

- **Mandatory:** Minimum 3 years clinical experience
- **Mandatory:** Must have COMPACT/multi-state RN license. *Single-state RN licenses cannot be considered.*
- **Mandatory:** Must reside in a COMPACT (NLC) state with a compact license from that same state. *Non-compact/non-NLC states cannot be considered.*
- **Preferred:** Three years ER, ICU, and/or triage RN experience
- **Mandatory:** Must have coaxial cable or fiber optic **hardwired Internet access** with **minimum of 30 Mbps download and 10 Mbps upload** speed (speed test conducted at <https://speedtest.att.com/speedtest/>). *Satellite and radio frequency Internet cannot be considered.*
- Highly organized, self-directed worker with an ability to function in a high-volume, multi-task work environment
- Superb verbal and written communication skills
- Proficiency with computer applications and strong technical aptitude
- Punctuality and reliability are critical to meet rigorous Attendance Policy
- Private office/separate work room with door

- Nurses must be able to work their entire shift without interruptions
- Military experience or military family member experience desired, but not required

RESPONSIBILITIES:

- RN communicates with TRICARE beneficiaries primarily by phone, but text, web chat, email and other digital modalities may also be required as a part of their role.
- Assesses and triages immediate health concerns.
- Identifies problems or gaps in care offering opportunity for intervention.
- Coordinates services and referrals to health programs.
- Provides health education and coaches consumers on treatment alternatives to assist them in best decision making.
- Supports beneficiaries in selection of best health care resource to maximize access, quality, and to manage health care cost.
- Prepares individuals for primary care manager/physician visits.
- Helps optimize health care utilization through education.
- Telehealth Triage RNs are expected to achieve increasing quality and performance levels; Supervisors, will assist their staff in achieving these milestones and will provide coaching and corrective action plans if quality and performance are below expectations.

Note: Required equipment will be provided by Prime Contractor (i.e., laptop, monitors, mouse & keyboard). RNs are required to furnish their desk, chair, and other work-related items. Personal comfort and ergonomics must be considered when selecting an appropriate chair style, desk with adjustable sit/stand feature (if required), wrist rest, etc.

PHYSICAL REQUIREMENTS:

The physical demands 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.

- Regular attendance required.
- May experience moderate stress.
- While performing the duties of this job, the employee is regularly required to:
 - sit, talk, or hear.
 - possibly remain in a stationary position with prolonged periods of sitting, standing, or walking.
 - communicate with others to exchange information (via technology, listen, talk, type, etc.).
 - communicate via prolonged technology use.

- use hands to finger, handle or feel; reach with hands and arms; climb or balance and taste or smell.
- use a computer keyboard for long periods of time, repeating the same movements (using wrists, hands, and fingers).
- Specific vision abilities required by this job include close vision and color vision.

DISCLAIMER:

Cooperative, positive, courteous, and professional behavior and conduct is an essential function of every position. All employees must be able to work with others beyond giving and receiving instructions. This includes getting along with co-workers, peers, and management without exhibiting behavior extremes. Job functions may require personal leadership skills such as conflict resolution, negotiating, instructing, persuading, speaking with others, as well as responding appropriately to job performance feedback from the supervisor. Additionally, the information contained in this job description has been designated to indicate the general nature and level of work performed by employees within this classification. It is not designed to contain or be interpreted as a comprehensive inventory of all duties, responsibilities and qualifications required of employees assigned to this position.