

Pearl Interactive Network is seeking to hire Clinical Contact Center Registered Nurse – Remote.

The **Clinical Contact Center Registered Nurse** is responsible for providing triage, referrals, and patient care recommendations in a call center setting during off hours on weekends, holidays, evenings, and nights (WHEN) hours. The incumbent demonstrates expertise in clinical triage utilizing approved algorithm software.

Why choose Pearl Interactive Network?

Join Our Team and embrace the winning Pearl Culture which promotes our employee's desires and efforts to serve our consumers, clients, and community. Our values of customer satisfaction, teamwork, a family atmosphere, quality services, respect for each other, transparency, and innovation are what make Pearl, the employer of choice. As a woman owned, HUBZone certified social enterprise, Pearl offers hiring priority to our Veterans, Military Spouses, and their families, as well as individuals with disabilities.

Pearl offers a Competitive Compensation and Benefits package to include:

- Rate: \$34.00 per hour
- Ancillary benefits to support your lifestyle professionally, physically, and financially through our professional development and coaching program.
- Short-term, 3-6 months with option to extend assignment, based on performance and business need.

Operating Hours:

- Sunday – Saturday, 6:00 AM to 10:00 PM EST (FT and PT shifts)

Technical/Equipment Requirements:

1. Broadband internet connection with the minimum upload/download speed of 20mbps/5mbps. Satellite Connection or Wi-Fi only connectivity is not allowed. **Test your network at [speedtest.net](https://www.speedtest.net) to verify before you apply.**
2. Private and secure workspace within your home. Away from noise and distractions.
3. Computer and audio headset provided.

Job Duties:

- Utilize sound clinical judgment in assessing, planning, implementing, documenting, and evaluating a full range of nursing care to patients with complex care needs over the telephone, assuming responsibility and accountability for nursing actions.
- Effective communication and customer service skills to triage symptom-based concerns.
- Evaluate the veteran, develops a working nursing diagnosis, formulates a plan, and provides recommended intervention, during the call utilizing approved algorithm software.
- Assess, develop, and implement a plan to meet the patient's learning needs, including self-care and treatment measures.
- Complete initial assessments and reassessments of patients' condition and response to treatment and other clinical findings and initiates follow-up with the appropriate VA Medical Center.
- Provide clinical advice in accordance with the approved algorithm software, directs the veteran for care based on their symptoms, past medical history, and level of urgency while employing critical thinking skills and knowledge-based nursing judgment.
- Identify potential problems involving resources and/or safety and taking action to avert or manage the situation.



- Use telephone systems and computer applications. Performs Quality Management activities such as identifying problem areas and analyzing findings for change.

Job Requirements:

- Bachelor of Science in Nursing (BSN) and experience in ICU, ED, and/or Telephone Triage is preferred.
- Must be proficient in spoken and written English.
- Licensure: Current, full, active, and unrestricted registration as a professional nurse. in a State, Territory or Commonwealth (i.e., Puerto Rico) of the United States, or the District of Columbia.

The above statements are intended to describe the general nature and level of the work being performed by people assigned to this work. This is not an exhaustive list of all duties and responsibilities. Pearl management reserves the right to amend and change responsibilities to meet business and organizational needs as necessary.

Background Check/Security Clearance, and Skills Assessments Required

Consistent with E.O. 14042, absent a legally required accommodation relating to a disability, including medical condition, or a sincerely held religious belief, employees **are required** to be fully vaccinated for COVID-19 as a condition of employment. This means a COVID-19 vaccination is a qualification standard for the job related to safety for all employees assigned to work on a covered contract.

Pearl Interactive Network, Inc. is an equal opportunity employer. All qualified applicants will receive consideration for employment without regard to race, color, religion, sex, age, national origin, veteran status, disability status, genetics, or sexual orientation, and gender identity.

**Apply through our web portal <http://pinsourcing.com/jobs>
To learn more about our company please go to our website at: www.pinsourcing.com**