

## **Triage Nurse**

**Who we are:** Mabel Wadsworth Center is the only not-for-profit, private, independent, community-based feminist health center in Maine. Our mission is to provide health care using a feminist model focused on sexual and reproductive health through education, advocacy, and clinical services. We believe in health care that is based on empowerment and putting individuals in charge of their healthcare.

**What we're looking for:** Mabel Wadsworth Center seeks a Triage Nurse to join our team.. This newly created position will work closely with the clinic and front desk teams to offer support to our clients through telephone triage and clinical administrative duties.. The ideal candidate enjoys working with people from a variety of backgrounds, communicating effectively and a fast-paced environment.

Primary roles and responsibilities include, but are not limited to:

- Respond promptly to incoming messages from patients, via telephone or portal message.
- If a call warrants triage, utilize nursing process and center guidelines and policies to determine appropriate level of care (emergent, urgent, non-urgent, home care).
- Partner with providers, clinic assistants, and front desk staff to effectively assess, prioritize, advise, and schedule patients.
- When appropriate, per center guidelines and policies, provide home care instructions to patients.
- Refill medications as per center's medication refill policy.
- Insert intravenous (IV) catheters, administer medications and fluids, remove IV catheters, under the direction of abortion care provider. Venipuncture and finger sticks as needed.

The ideal candidate will support reproductive justice for all, with particular support for the LGBTQ+ population. Attention to detail, verbal and interpersonal communication skills, and organizational skills are preferred. Ability to multitask and work in a fast-paced environment is essential, proficiency in using computer programs, such as electronic health records is preferred. Graduate from an accredited School of Nursing, current nursing licensure in the state of Maine or other nursing compact state, CPR certification, and 2 years' experience in a health care setting required. Telephone triage experience preferred. Prior experience working in reproductive health or primary care, experience working with transgender and gender non-conforming clients strongly preferred.

We strive to create an environment of growth and learning; the ideal candidate will be comfortable with regular constructive feedback from supervisor and coworkers. Flexibility and a willingness to pitch in as needed are highly valued.

**Work Structure and Environment:** This is a full-time (40 hour) hourly position, based in our Bangor office. The hours are typically 8:00 AM to 5:00 PM, Monday through Friday. Employee's full-time schedule to be approved by supervisor.

The position has a dedicated work space as part of the larger back office space that can be noisy and includes frequent interruption and managing the needs and requests of clients, co-workers, and other visitors.

This position offers a dynamic, team based opportunity for folks who have passion for the center's values and supporting our patients. We take pride in our reputation for excellent patient care and are passionate about creating a safe and inclusive space. We work hard, believe in our mission, and strive to have fun every day, and hope to find a coworker who feels the same way.

This position requires English language fluency (written and oral), but fluency in other languages are welcomed. Position additionally requires significant periods of standing, walking, sitting, and lifting >10 lbs regularly. Frequent use of regular office equipment, including computers, phones, fax machine, printers required. Employees are currently expected to wear facial coverings when in the center, and a surgical mask when interacting with clients.

**We offer:**

This is an hourly position and the pay range is \$30-\$34/hour, negotiable based on experience and qualifications. Benefits include 15 paid holidays, two weeks' paid vacation during the first year (increased thereafter), and one week paid sick leave. Health insurance (100% covered by employer) and optional employee-funded dental, disability, and life insurance policies. Flexible, supportive workplace with strong commitment to training and professional development.

**Our process and timeline: Applications will be accepted until the position is filled**

- Application review: will occur on a rolling basis until the position is filled.
- Anticipated start date: August/September 2023

Equal Opportunity Employer: Mabel Wadsworth Center strives to create a safe, open, welcoming environment for our patients and our staff. We actively attempt to dismantle the systemic inequalities that the most oppressed groups face in our society. These groups include Black people, indigenous people, people of color, low-income people, women, LGBTQ+ people, gender non-conforming, non-binary individuals, people with disabilities, people who have had abortions, formerly imprisoned people, and people living at the intersections of these identities. We are committed to a workplace where everyone is treated with respect and as a valued member of our team. We actively encourage members of these communities to apply.

**How to Apply:**

Please submit a brief cover letter describing your interest and why you want to work for us and resume/CV to [info@mabelwadsworth.org](mailto:info@mabelwadsworth.org).