



Student-Run Multidisciplinary Allied Health Practice Centre

TERMS OF REFERENCE

Project number: **598602-EPP-1-XK-EPPKA2-CBHE-JP (2018-3220/001-001)**

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Centre Manager

Centre Manager	
Reports to	Inter-Institutional Steering Committee
Receives orders from	Inter-Institutional Steering Committee
Delegates tasks to	Dependent Staff
Substitutable from	Direct Subordinates
Substitutes	

I. Role

- Operates in line with the Standards of Operations (Operating Model) and Protocols
 - Follows the guidelines of the applicable approaches (ICF and GAS approach)
 - Utilizes the Digital Platform for managing the data of the clients
 - Applies the key concepts and principles
 - Utilizes the respective templates (forms and documents)
 - Promotes the values of the Center toward all the stakeholders
 - Monitoring
Execution of the vision and institutional strategy developed by the Steering Committee.
- Creating the conditions for a sustainable institutional growth.

II. Responsibilities

A) Institutional growth:

- a. Cooperation with the Steering Committee in creating a medium and long-term strategy (plans 5 and 10 years) for the growth and evolution of the institution.
- b. Organizational Management
 - i. Improving the efficiency of the internal system for the effective use and control of resources and assets.
- c. Operating Budget Management.
 - i. Leadership budgeting and resource allocation in coordination with the Steering Committee and the Management Team

B) Providing “leadership” to all employees to stimulate with much initiative on their part in the roles they have.

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- C) Priority management. Control of works that go beyond the annual plan and their solution through the system.

Performance Indicators:

a) Institutional Growth:

a. Cooperation with Steering Committee

- i. Implementing the vision of the Steering Committee for the institution in medium- and long-term planning, in an efficient and self-sustaining way.
- ii. Refreshing strategic objectives according to institutional dynamics and annual reflection.

1. Testing and Modification

b) Organizational Movement

- i. Establishment of planning, monitoring, and reporting procedures (Reporting cycle).
- ii. Establishment of “tools” for planning, monitoring and reporting: reviewing planning instruments and harmonizing them; setting up weekly planning. Creating an internal operating system that is efficient and self-sustaining.
- iii. Raising technological / software capacity to unify planning, monitoring, reporting and budgeting.

c) Operating Budget Management

- i. Establishment of standard procedures for budgeting and budget approval.
- ii. Creating "tools" for budgeting.
- iii. Integrating budgeting into the annual planning software system.

- d) Providing “leadership” to all employees to stimulate with much initiative on their part in the roles they have.

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- i. Raising the level of cooperation between staff in the vertical and horizontal aspect, in support of initiatives that comply with the objectives of the institution.
- e) Priority management. Control of works that go beyond the annual plan and their solution through the system.
 - i. Introducing new cases into the system and ensuring that no issues are addressed except through the system.
 - ii. Systematic solution of cases and deconfliction of urgent and sensitive situations.

III. Experience, Skills and Aptitude

- **Education:** Master level in the field of management, public relations or interconnected.
- **Experience:** Minimum 5 years of experience in management.
- **Knowledge:** Advanced leadership / leadership skills. Efficiency-focused mindset.
- **Personal Skills:** Team building. Excellent interpersonal communication skills. Ability to solve problems.
- **Technical Skills:** Microsoft Office Packet. Excellent writing, speaking and external skills. Excellent knowledge of English / German.
- **Aptitude:** Integrity. Discretion. Loyalty. Transparency. Responsibility. Own initiative.

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Centre Manager (Student)

Centre Manager (Student)	
Reports to	Centre Manager
Receives orders from	Centre Manager
Delegates tasks to	Dependent Students
Substitutable from	Direct Subordinates
Substitutes	

1. Role

- Operates in line with the Standards of Operations (Operating Model) and Protocols
- Follows the guidelines of the applicable approaches (ICF and GAS approach)
- Utilizes the Digital Platform for managing the data of the clients
- Applies the key concepts and principles
- Utilizes the respective templates (forms and documents)
- Promotes the values of the Center toward all the stakeholders

2. Responsibilities

A) Institutional growth:

- a. Cooperation with the Steering Committee in creating a medium and long-term strategy (plans 5 and 10 years) for the growth and evolution of the institution.
- b. Organizational Management
 - i. Improving the efficiency of the internal system for the effective use and control of resources and assets.
- c. Operating Budget Management.
 - i. Leadership budgeting and resource allocation in coordination with the Steering Committee and the Management Team

B) Providing “leadership” to all employees to stimulate with much initiative on their part in the roles they have.

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- C) Priority management. Control of works that go beyond the annual plan and their solution through the system.

Performance Indicators:

a) Institutional Growth:

a. Cooperation with Steering Committee

- i. Implementing the vision of the Steering Committee for the institution in medium- and long-term planning, in an efficient and self-sustaining way.
- ii. Refreshing strategic objectives according to institutional dynamics and annual reflection.

1. Testing and Modification

b. Organizational Movement

- i. Establishment of planning, monitoring, and reporting procedures (Reporting cycle).
- ii. Establishment of “tools” for planning, monitoring and reporting: reviewing planning instruments and harmonizing them; setting up weekly planning. Creating an internal operating system that is efficient and self-sustaining.
- iii. Raising technological / software capacity to unify planning, monitoring, reporting and budgeting.

c. Operating Budget Management

- i. Establishment of standard procedures for budgeting and budget approval.
- ii. Creating "tools" for budgeting.
- iii. Integrating budgeting into the annual planning software system.

- b) Providing “leadership” to all employees to stimulate with much initiative on their part in the roles they have.

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- i. Raising the level of cooperation between staff in the vertical and horizontal aspect, in support of initiatives that comply with the objectives of the institution.
- c) Priority management. Control of works that go beyond the annual plan and their solution through the system.
 - i. Introducing new cases into the system and ensuring that no issues are addressed except through the system.
 - ii. Systematic solution of cases and deconfliction of urgent and sensitive situations.

IV. Experience, Skills and Aptitude

- **Education:** Bachelor's degree in management, public relations or related fields.
- **Experience:** Experience in the field of projects.
- **Knowledge:** Advanced leadership / leadership skills. Efficiency-focused mindset.
- **Personal Skills:** Team building. Excellent interpersonal communication skills. Ability to solve problems.
- **Technical Skills:** Microsoft Office Packet. Excellent writing, speaking and external skills. Excellent knowledge of English / German.
- **Aptitude:** Integrity. Discretion. Loyalty. Transparency. Responsibility. Own initiative.

Enabling Environment:

- a) Regulated and supervised independence.
- b) Proper support.
- c) Clear and understandable expectations.
- d) Standard Operating Procedures Prescribed by the Supervisor.
- e) Sufficient technical support.

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Service Coordinator

Service Coordinator	
Reports to	Centre Manager
Receives orders from	Centre Manager
Delegates tasks to	Service Providers
Substitutable from	Centre Manager/ Senior Service Providers
Substitutes	Centre Manager

I. Role

- Operates in line with the Standards of Operations (Operating Model) and Protocols
- Follows the guidelines of the applicable approaches (ICF and GAS approach)
- Utilizes the Digital Platform for managing the data of the clients
- Applies the key concepts and principles
- Utilizes the respective templates (forms and documents)
- Promotes the values of the Center toward all the stakeholders
- Monitoring

The Service Coordinator has a supervisory responsibility for a group of permanent employees in the CENTER, and provides recommendations regarding operational and administrative matters, monitors and analyses clinic performance reports, and makes recommendations designed to improve or enhance clinic performance.

He/she also typically assumes additional administrative responsibilities for the clinic or office, and may represent the Centre Manager on committees, in meetings, and with other health system departments.

II. Responsibilities

- Provide education about medication, conditions, and care instructions
- Execute a care plan created by providers to help with health care needs
- Consult and work with other health care providers to schedule appointments and treatment plans
- Help the care team with recommended care

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- Assist with exploring resources in an effort to secure funding for medical care
- Work with insurance organizations to help clients
- Use empathy and respect when engaging with patients and their families
- Comply with guidelines and healthcare laws
- Work within their community, hospital, or clinic setting to make processes smooth and streamlined

Key Performance Indicators

- Clearly defined action plans with specific indicators of measurement
- Provision of regular feedback to the doctor and nurses and update the patient charts
- Lean process of patient admission and discharge including filling up forms, maintaining patient records, etc.
- Proper management of the inventory of medical equipment or stock of medicines and place orders accordingly
- Regular reports and database of the patient, inventory and other necessary documentation on computers
- Ensures the adherence to the organization's standards, practices and policies
- Maintained good collaboration between all the professional staff, members, visitors and patients

III. Experience, Skills and Aptitude

- **Education:** Bachelor in Therapeutic Sciences
 - **Experience:** At least 5 years of relevant work-experience
 - **Knowledge:** Knowledge of various clinical techniques, diseases, medical terminologies and other medical functions; Knowledge of latest trends in health care; Knowledge of basic computer skills like Microsoft Excel and Word; knowledge of safety practices and procedures and adhere to the code of ethics
 - **Personal Skills:** A well organized, detail oriented and confident personality, Strong interpersonal and time management skills; Excellent verbal and written communication skills;
 - **Technical Skills:** Strong organizational and multi-tasking skills
 - **Aptitude:** Ability to understand and respond to emergency issues
- Enabling Environment:**

- a) Inter-professional and Multi-Professional

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Service Coordinator (Student) - Mungon

Service Coordinator (Student)	
Reports to	
Receives orders from	
Delegates tasks to	
Substitutable from	
Substitutes	

I. Role

- Operates in line with the Standards of Operations (Operating Model) and Protocols
- Follows the guidelines of the applicable approaches (ICF and GAS approach)
- Utilizes the Digital Platform for managing the data of the clients
- Applies the key concepts and principles
- Utilizes the respective templates (forms and documents)
- Promotes the values of the Center toward all the stakeholders

II. Responsibilities

- Xyz
-

III. Experience, Skills and Aptitude

- **Education:**
- **Experience:**
- **Knowledge:**
- **Personal Skills:**
- **Technical Skills:**
- **Aptitude:**

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Finance Officer

Finance Officer	
Reports to	Centre Manager
Receives orders from	Centre Manager
Delegates tasks to	Student- Finance Officer
Substitutable from	
Substitutes	

I. Role

- Operates in line with the Standards of Operations (Operating Model) and Protocols
 - Follows the guidelines of the applicable approaches (ICF and GAS approach)
 - Utilizes the Digital Platform for managing the data of the clients
 - Applies the key concepts and principles
 - Utilizes the respective templates (forms and documents)
 - Promotes the values of the Center toward all the stakeholders
 - Monitoring
- Assistance in the management of the Centre's finances, the possibility of access to the financial system of the Centre as well as the interconnection with external public partners and those who operate.

II. Responsibilities

- Possibility of access to the financial system of the Center.
- Drafting short-term, medium-term and long-term financial and budget plans, in cooperation with management.
- Performing other responsibilities presented, in general specification.
- Regular reporting to the Center's Operational Staff Manager.
- Data entry (operation) in the balance sheet program.
- Registration of invoices in the Sales Book.
- Registration of purchase invoices in the Purchase Book.
- Registration of invoices received by the fine cash officer in the Cash Register.
- Registration of asset purchase invoices.
- Preparing the payroll of workers and other associates.
- Ensuring regular periodic equations of bank accounts.

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- Ensuring the maintenance of the appropriate financial document filing and archiving system.
- Preparation of data for the compilation of the annual report of the Center.
- Regular declarations in TAK of new employees, in cooperation with the administration.
- Checking the ratio books / cash registers.
- And other tasks set by the Center's Operational Staff Manager.

Key Performance Indicators

- Ensures the payment is made at the specified time of payments (liabilities).
- Ensures proper collection of receivables.
- Prepare the list of workers' salaries.
- Processes the payroll on time.
- Ensures regular periodic balances of bank accounts.
- Ensures the maintenance of an appropriate financial document filing and archiving system.
- Prepares data on the institution's annual report.
- Reviews on a regular monthly basis the progress of the company's expenditures and reports abnormal deviations.
- Make the regular statement to TAK, according to the legal requirements in force.
- Provides documentation for external auditors.
- Checks the book / cash registers.

III. Experience, Skills and Aptitude

- **Education:** Faculty of Economics / Finance / Accounting. Accounting technician.
 - **Experience:** 1 to 3 years of work experience in the same or similar field
 - **Knowledge:** Academic level of the Albanian language. Satisfactory level of English. Level of (at least) basic knowledge of German language
 - **Personal Skills:** Time organization and management; accuracy and attention to detail; tact and prudence; Communication skills.
 - **Technical Skills:** Microsoft Office and KH Software for Finance, Office Administration
 - **Aptitude:** Readiness for further training, including participation in training and workshops, which are thought to be useful for professional development and institutional support - all in close coordination with Management
- Enabling Environment:**

a) Supervisor trust and leadership.

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- b) Regulated and supervised independence.
- c) Proper support.
- d) Clear and understandable expectations.
- e) Standard Operating Procedures Prescribed by the Supervisor.
- f) Sufficient technical support.

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Finance Officer (Student)

Finance Officer (Student)	
Reports to	Student Centre Manager, Finance Officer
Receives orders from	Finance Officer
Delegates tasks to	
Substitutable from	Finance Officer
Substitutes	Finance Officer

I. Role

- Operates in line with the Standards of Operations (Operating Model) and Protocols
- Follows the guidelines of the applicable approaches (ICF and GAS approach)
- Utilizes the Digital Platform for managing the data of the clients
- Applies the key concepts and principles
- Utilizes the respective templates (forms and documents)
- Promotes the values of the Center toward all the stakeholders

Assistance in the management of the Center's finances, the possibility of access to the financial system of the Center as well as the interconnection with external public partners and those who operate.

II. Responsibilities

- Possibility of access to the financial system of the Center under the supervision of the Chief of Finance Officer.
- Drafting short-term, medium-term and long-term financial and budgetary plans, in cooperation with the management in cooperation with the Chief of Finance Officer.
- Performing other responsibilities presented, in general specification under the supervision of the Chief Financial Officer.
- Regular reporting to the Financial Staff Officer and Student-Operational Manager of the Center.
- Entering (operating) the data in the balance sheet program under the supervision of the Chief Financial Officer.

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- Registration of invoices in the Sales Book under the supervision of the Chief of Finance Officer.
- Registration of purchase invoices in the Purchase Book under the supervision of the Finance Officer.
- Registration of invoices received by the fine cash officer in the Cash Register under the supervision of the Chief of Finance Officer.
- Registration of invoices for the purchase of assets under the supervision of the Chief Financial Officer.
- Preparation of the list of salaries of workers and other associates in cooperation with the Chief Financial Officer.
- Ensuring regular periodic equations of bank accounts under the supervision of the Chief Financial Officer.
- Ensuring the maintenance of the appropriate system of filing and archiving financial documents under the supervision of the Chief of Finance Officer.
- Preparation of data for the compilation of the annual report of the Center in cooperation with the Chief of Finance Officer.
- Regular statements to TAK, of young workers, in cooperation with the administration and the Chief of Finance Officer.
- Checking the report books / cash register books in cooperation with the Chief Financial Officer.
- And other tasks set by the Staff-Finance Officer.

Key Performance Indicators

- Ensuring regular periodic equations of bank accounts under the supervision of the Chief Financial Officer.
- Ensuring the maintenance of the appropriate system of filing and archiving financial documents under the supervision of the Chief of Finance Officer.

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- Preparation of data for the compilation of the annual report of the Center in cooperation with the Chief of Finance Officer.
- Regular statements to TAK, of young workers, in cooperation with the administration and the Chief of Finance Officer.
- Checking the report books / cash register books in cooperation with the Chief Financial Officer.
- And other tasks set by the Staff-Finance Officer.

III. Experience, Skills and Aptitude

- **Education:**
- **Experience:**
- **Knowledge:**
- **Personal Skills:**
- **Technical Skills:**
- **Aptitude:**
- **Enabling Environment:**
 - Supervisor trust and leadership.
 - Regulated and supervised independence.
 - Proper support.
 - Clear and understandable expectations.
 - Standard Operating Procedures Prescribed by the Supervisor.
 - Sufficient technical support.

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IT Officer

IT Officer	
Reports to	Centre Manager
Receives orders from	Centre Manager
Delegates tasks to	Student-IT Officer
Substitutable from	Student-IT Officer
Substitutes	

I. Role

- Operates in line with the Standards of Operations (Operating Model) and Protocols
- Follows the guidelines of the applicable approaches (ICF and GAS approach)
- Utilizes the Digital Platform for managing the data of the clients
- Applies the key concepts and principles
- Utilizes the respective templates (forms and documents)
- Promotes the values of the Center toward all the stakeholders
- Monitoring
- Center IT Infrastructure Management.
- Responsible for caring for productivity in the application of new technology, being the directive and supervisor in new developments.
- Developments and innovations in the sectoral sector, as well as the provision of new services in similar fields.

II. Responsibilities

- IT office management, IT staff management, planning and budgeting.
- Responsible for implementing the strategies of IT groups in the same direction as the strategies of the College.
- Coordinating and directing relations with other groups / units of the Center and representing the IT group from other units.
- Evaluate staff under his / her supervision over defined objectives and performance criteria, providing the necessary training for them, after planning their career.
- Inspection of work performed by contracted companies
- It can be a proxy for the Information Technology Manager.

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- Maintenance of IT systems.
- Maintenance of electronic systems.
- Student System Development and Maintenance.
- Website development.
- Protection of all fixed assets, keys, IT passwords, valid and confidential documents provided.
- Taking advice on ensuring data confidentiality and protecting valuable documents, documents related to group activities.
- Organizing meetings with staff and receiving their recommendations and evaluating results.
- Informing IT staff about new changes and developments in applications.
- By monitoring issues in audit reports related to the IT group, eliminating unwanted situations and / or preventing their recurrence.
- According to the areas of responsibility as above, in addition to other tasks defined by the normative acts in force, the IT Officer also has the following duties for the exercise of his functions:
 - Organizes software maintenance.
 - Organizes the computers of the Institution.
 - Organizes the Phones of the Institution.
 - Organizes halls and projectors.
 - Organizes the operation of teaching halls from a technical point of view.
 - Organizes and develops IT sector activities and manages projects.

Key Performance Indicators

- Effective management and implementation of tasks.
- Providing assistance to IT Management through department management.

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- Assess the IT requirements of other departments and their effects on IT investment and project planning. Tracking and controlling the application of IT projects according to short-term and long-term needs.
- By following new developments in the college sector and the IT sector and coordinating the implementation of new developments, maintenance or innovation in existing applications to increase the productivity of college systems.
- Development of innovative and creative projects for productivity and new product, new services.
- Assessment of project risks and requirements.
- Provide effective and timely solutions to problems that have headquarters and branches.
- Analysing and improving the business processes of the College, developing new business processes.
- Analyse user problems and create permanent solutions for them.
- Creating procedures, user guides, documents related to project management procedures and changes or other related documents under his / her supervision and after them to keep the update.
- Ensuring that the processes under his / her supervision are in line with IT policies and procedures.
- Rolling as a reserve staff under his / her supervision.

III. Experience, Skills and Aptitude

- **Education:** Bachelor / Masters in IT.
- **Experience:** Minimum 5 years of experience in the IT sector and the information technology sector.
- **Knowledge:** Office administration, processes and protocols. Fluent in Albanian and English. Knowledge of German is also preferable
- **Personal Skills:** Time organization and management; verbal and written communication; accuracy and attention to detail; tact and prudence; Communication skills.

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- **Technical Skills:** Microsoft, Office Management; administrative; meetings; Project Management; Readiness for further training, including participation in trainings and workshops, which are thought to be useful for professional development and institutional support - all in close coordination with Management
- **Aptitude:** High Integrity, Distinctive, Ethical, Eager, Proactive, Example, Determined, Take the Initiative, Critical Thinker, Dynamic.

Enabling Environment:

- Supervisor trust and leadership.
- Regulated and supervised independence.
- Proper support.
- Clear and understandable expectations.
- Standard Operating Procedures Prescribed by the Supervisor.
- Sufficient technical support.

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IT Officer (Student)

IT Officer (Student)	
Reports to	IT Officer, Student- Centre Manager
Receives orders from	IT Officer
Delegates tasks to	-
Substitutable from	IT Officer
Substitutes	IT Officer

IV. Role

- Operates in line with the Standards of Operations (Operating Model) and Protocols
- Follows the guidelines of the applicable approaches (ICF and GAS approach)
- Utilizes the Digital Platform for managing the data of the clients
- Applies the key concepts and principles
- Utilizes the respective templates (forms and documents)
- Promotes the values of the Center toward all the stakeholders
- Management of the IT Infrastructure of the Center in cooperation / under the supervision of the Chief of Staff of the Information Technology Officer.
- Responsible for caring for productivity in the application of new technology, being the directive and supervisor in new developments in collaboration / under the supervision of the Information Technology Staff.
- Developments and innovations in the sector Analyze, as well as the provision of new services in similar fields in cooperation / under the supervision of the Information Technology Staff.
- Following international development and changes in existing structures in collaboration / under the supervision of the Information Technology Staff.
- Analytical thinking in collaboration / under the supervision of the Information Technology Staff.
- Delegation in cooperation / under the supervision of the Information Technology Staff.
- Leadership in collaboration / under the supervision of the Information Technology Staff.
- Communication in cooperation / under the supervision of the Staff-Officer of Information Technology.
- Decision making in cooperation / under the supervision of the Information Technology Staff.
- Coordination and guidance in cooperation / under the supervision of the Information Technology Staff.
- Promoting teamwork in collaboration / under the supervision of the Information Technology Staff.
- Research, information gathering and processing capability in collaboration / under the supervision of the Information Technology Staff.

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- Risk assessment in collaboration / under the supervision of the Information Technology Staff.
- Good knowledge of existing technologies.
- Ensuring the work related to the units under his / her timely and complete responsibilities and the results to be reported in cooperation / under the supervision of the Information Technology Staff Officer.
- Reporting to staff under his / her supervision and relevant committees.

V. Responsibilities

- Responsible for implementing the strategies of IT groups in the same direction as the strategies of the Center in cooperation / under the supervision of the Staff-Officer of Information Technology.
- Coordination and directing of relations with other groups / units of the College and representation of the IT group by other units in cooperation / under the supervision of the Staff-Officer of Information Technology.
- Evaluate staff under his / her supervision over defined objectives and performance criteria, providing the necessary training for them, after planning their career in collaboration / under the supervision of the Information Technology Staff.
- Inspection of the work performed by the companies contracted in cooperation / under the supervision of the Staff-Officer of Information Technology.
- It can be a proxy for the Information Technology Manager in collaboration / under the supervision of the Information Technology Staff.
- Maintenance of IT systems in cooperation / under the supervision of the Information Technology Staff.
- Maintenance of electronic systems in cooperation / under the supervision of the Information Technology Staff.
- Development and maintenance of the Student system in cooperation / under the supervision of the Information Technology Staff.
- Website development in collaboration / under the supervision of the Information Technology Staff.
- Protection of all fixed assets, keys, IT passwords, valid and confidential documents provided in cooperation / under the supervision of the Information Technology Staff.

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- Taking advice on data confidentiality and protecting valuable documents, documents related to group activities in collaboration / under the supervision of the Information Technology Staff.
- Organizing meetings with staff and receiving their recommendations and evaluating the results in cooperation / under the supervision of the Staff-Officer of Information Technology.
- Informing IT staff about new changes and developments in applications in collaboration / under the supervision of the Information Technology Staff.
- Tracking issues in audit reports related to the IT group, eliminating unwanted situations and / or preventing their recurrence in collaboration / under the supervision of the Information Technology Staff.
- According to the areas of responsibility as above, in addition to other tasks defined by the normative acts in force, the IT Officer also has the following duties for the exercise of his functions:
 - Organizes software maintenance in collaboration / under the supervision of the Information Technology Staff.
 - Organizes the computers of the Institution in cooperation / under the supervision of the Staff-Officer of Information Technology.
 - Organizes the Telephone of the Institution in cooperation / under the supervision of the Staff-Officer of Information Technology.
 - Organizes halls and projectors in collaboration / under the supervision of the Information Technology Staff.
 - Organizes the operation of teaching halls from the technical point of view in cooperation / under the supervision of the Staff-Officer of Information Technology.
 - Organizes and develops the work of the IT sector and manages projects in cooperation / under the supervision of the Information Technology Staff.

Key Performance Indicators

- Effective management and implementation of tasks.
- Providing assistance to IT Management through department management.
- Assess the IT requirements of other departments and their effects on IT investment and project planning. Tracking and controlling the application of IT projects according to short-term and long-term needs.

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- By following new developments in the college sector and the IT sector and coordinating the implementation of new developments, maintenance or innovation in existing applications to increase the productivity of college systems.
- Development of innovative and creative projects for productivity and new product, new services.
- Assessment of project risks and requirements.
- Provide effective and timely solutions to problems that have headquarters and branches.
- Analyzing and improving the business processes of the College, developing new business processes.
- Analyze user problems and create permanent solutions for them.
- Creating procedures, user guides, documents related to project management procedures and changes or other related documents under his / her supervision and after them to keep the update.
- Ensuring that the processes under his / her supervision are in line with IT policies and procedures.
- Rolling as a reserve staff under his / her supervision.

VI. Experience, Skills and Aptitude

- **Education:**
- **Experience:**
- **Knowledge:**
- **Personal Skills:**
- **Technical Skills:**
- **Aptitude:**

Enabling Environment:

- Supervisor trust and leadership.
- Regulated and supervised independence.
- Proper support.
- Clear and understandable expectations.
- Standard Operating Procedures Prescribed by the Supervisor.

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PR and Marketing Officer

PR and Marketing Officer	
Reports to	
Receives orders from	
Delegates tasks to	
Substitutable from	
Substitutes	

I. Role

- Operates in line with the Standards of Operations (Operating Model) and Protocols
- Follows the guidelines of the applicable approaches (ICF and GAS approach)
- Utilizes the Digital Platform for managing the data of the clients
- Applies the key concepts and principles
- Utilizes the respective templates (forms and documents)
- Promotes the values of the Center toward all the stakeholders
- Monitoring

The role of the Head of Marketing and Public Relations at Heimerer College is to guide marketing and public relations according to the vision of the Board, for the institution, and under the supervision of ZMO, in cooperation with the institutional pillars.

II. Responsibilities

- Manages, plans, budgets for the marketing and public relations office and monitors the progress of implementation.
- Develops marketing strategy and public relations, based on the Board's vision for the institution and institutional strategy, develops the plan for implementation and oversees the implementation of this strategy.
- Participates actively in institutional development and planning.
- Develops and coordinates institutional promotion activities and special programs.
- Leads the process of defining messages and promotional activities.

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- Calculates and consults management for the resources the organization needs for promotional activities.
- Coordinates external assistance engaged in marketing activities.
- Oversees and directs basic promotional activities such as websites, social networks and the like.
- Maintains and builds public relations of the institution such as. with the media, with institutional partners and the like, as well as represents the institution in special events and days.
- Follows and reports on time each institutional event
- Networking and promoting the institution
- Prepares regular reports on management and the Board of the Institution, as well as other media activities at the request / order of the board / ZMO.
- Lobbying and negotiating the recognition of professions, positions and clarifying the role of our graduates in the relevant health institutions.

Key Performance Indicators

- Clear Marketing and Public Relations Strategy, which enables the realization of institutional objectives in conveying strategic messages, vision, and achieving the target groups (local and international partners, young students, society, potential staff, alumni).
- Priorities of the marketing department and public relations implemented successfully and in accordance with the institutional priorities and the set time.

III. Experience, Skills and Aptitude

- **Education:** BA / Master in Economics / Marketing or similar fields from Social Sciences
- **Experience:** Minimum 5 years of experience at the executive level administration / assistance.
- **Knowledge:** Office administration, processes and protocols. Fluent in Albanian and English. Knowledge of German is also preferable
- **Personal Skills:** Time organization and management; verbal and written communication; accuracy and attention to detail; tact and prudence; Communication skills.

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- **Technical Skills:** Microsoft, Office Management; administrative; meetings; Project Management; Very good communication skills with the parties and staff
- **Aptitude:** Readiness for further training, including participation in training and workshops, which are thought to be useful for professional development and institutional support - all in close coordination with ZMO

Enabling Environment:

- Supervisor trust and leadership.
- Regulated and supervised independence.
- Proper support.
- Clear and understandable expectations.
- Standard Operating Procedures Prescribed by the Supervisor.
- Sufficient technical support.

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PR and Marketing Officer (Student)

PR and Marketing Officer (Student)	
Reports to	
Receives orders from	
Delegates tasks to	
Substitutable from	
Substitutes	

IV. Role

- Operates in line with the Standards of Operations (Operating Model) and Protocols
- Follows the guidelines of the applicable approaches (ICF and GAS approach)
- Utilizes the Digital Platform for managing the data of the clients
- Applies the key concepts and principles
- Utilizes the respective templates (forms and documents)
- Promotes the values of the Center toward all the stakeholders

The role of the Head of Marketing and Public Relations at Heimerer College is to guide marketing and public relations according to the vision of the Board, for the institution, and under the supervision of ZMO, in cooperation with the institutional pillars.

V. Responsibilities

- Manages, plans, budgets for the marketing and public relations office and monitors the progress of implementation.
- Develops marketing strategy and public relations, based on the Board's vision for the institution and institutional strategy, develops the plan for implementation and oversees the implementation of this strategy.
- Participates actively in institutional development and planning.
- Develops and coordinates institutional promotion activities and special programs.
- Leads the process of defining messages and promotional activities.
- Calculates and consults management for the resources the organization needs for promotional activities.
- Coordinates external assistance engaged in marketing activities.
- Oversees and directs basic promotional activities such as websites, social networks and the like.

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- Maintains and builds public relations of the institution such as. with the media, with institutional partners and the like, as well as represents the institution in special events and days.
- Follows and reports on time each institutional event
- Networking and promoting the institution
- Prepares regular reports on management and the Board of the Institution, as well as other media activities at the request / order of the board / ZMO.
- Lobbying and negotiating the recognition of professions, positions and clarifying the role of our graduates in the relevant health institutions.

Key Performance Indicators

- Clear Marketing and Public Relations Strategy, which enables the realization of institutional objectives in conveying strategic messages, vision, and achieving the target groups (local and international partners, young students, society, potential staff, alumni).
- Priorities of the marketing department and public relations implemented successfully and in accordance with the institutional priorities and the set time.

VI. Experience, Skills and Aptitude

- **Education:**
- **Experience:**
- **Knowledge:**
- **Personal Skills:**
- **Technical Skills:**
- **Aptitude:**

Enabling Environment:

- Supervisor trust and leadership.
- Regulated and supervised independence.
- Proper support.
- Clear and understandable expectations.
- Standard Operating Procedures Prescribed by the Supervisor.
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Case Manager

Case Manager	
Reports to	Centre Manager
Receives orders from	Centre Manager
Delegates tasks to	Dependent Students
Substitutable from	Direct Subordinates
Substitutes	-

I. Role

- Operates in line with the Standards of Operations (Operating Model) and Protocols
 - Follows the guidelines of the applicable approaches (ICF and GAS approach)
 - Utilizes the Digital Platform for managing the data of the clients
 - Applies the key concepts and principles
 - Utilizes the respective templates (forms and documents)
 - Promotes the values of the Center toward all the stakeholders
 - Monitoring
- Execution of the vision and institutional strategy led by the operational manager of the center in managing the patients following the patient-centeredness approach.

II. Responsibilities

- Assess the physical, functional, social, psychological, environmental, learning and financial needs of patients.
- Create care plan including objectives, goals and actions designed to meet patient's needs.
- Assess the patient's formal and informal support systems, including caregiver resources and involvement as well as available benefits and/or community resources.
- Implement and monitor the care plan to ensure the effectiveness and appropriateness of services.
- Evaluate patient's progress toward goal achievement, including identification and evaluation of barriers to meeting or complying with case management plan of care, and systematically reassess for changes in goals and/or health status.
- Research alternative treatment options and selecting and locating appropriate providers which can include facilitation of referrals.
- Communicates with primary care physician and members of the comprehensive care team regarding status of patient.

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- Utilize motivational interviewing skills to build patient engagement in case management plan of care.
- Provide education, information, direction and support related to care goals of patients.
- Act as a patient advocate and assist with problem solving and addressing any barriers to care or compliance with care plan.
- Maintain accurate patient records and patient confidentiality.
- Measure outcomes and effectiveness of case management including clinical, financial, quality of life and patient/family satisfaction.
- Engage in professional development activities to keep abreast of case management practices and patient engagement strategies.
- Facilitate disease prevention and health promotion with patients and families
- Determine psychosocial needs & complex medical needs of all patients
- Troubleshoot problems regarding operational and clinical procedures that may affect patient outcomes.
- Attend mandatory training sessions and staff meetings as assigned.
- Document all relevant information following department policy guidelines.
- Assist with the collection, analysis, and benchmarking of utilization data.
- Collaborate in the development of protocols and guidelines for patient care management.
- Promote program to internal and external care providers
- Other tasks as assigned

Key Performance Indicators

III. Experience, Skills and Aptitude

- **Education:** Master's degree in healthcare management, nursing
- **Experience:** Experience in the clinical field
- **Knowledge:** Advanced leadership / leadership skills. Efficiency-focused mindset
- **Personal Skills:** Team building. Excellent interpersonal communication skills. Ability to solve problems.
- **Technical Skills:** Microsoft Office Packet. Excellent writing, speaking and external skills. Excellent knowledge of English / German.
- **Aptitude:** Integrity. Discretion. Loyalty. Transparency. Responsibility. Own initiative

Enabling Environment:

- Regulated and supervised independence.
- Proper support.
- Clear and understandable expectations.

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- Standard Operating Procedures Prescribed by the Supervisor.
- Sufficient technical support.

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Case Manager (Student)

Case Manager (Student)	
Reports to	Case Manager
Receives orders from	Case Manager
Delegates tasks to	-
Substitutable from	-
Substitutes	-

IV. Role

- Operates in line with the Standards of Operations (Operating Model) and Protocols
 - Follows the guidelines of the applicable approaches (ICF and GAS approach)
 - Utilizes the Digital Platform for managing the data of the clients
 - Applies the key concepts and principles
 - Utilizes the respective templates (forms and documents)
 - Promotes the values of the Center toward all the stakeholders
- Assisting in the execution of the vision and institutional strategy led by the operational manager of the centre in managing the patients following the patient-centeredness approach.

V. Responsibilities

- Assisting in the assessment of the physical, functional, social, psychological, environmental, learning and financial needs of patients.
- Assisting in the creation of a care plan including objectives, goals and actions designed to meet patient's needs.
- Assisting in the assessment of the patient's formal and informal support systems, including caregiver resources and involvement as well as available benefits and/or community resources.
- Assisting in the implementation and monitoring of the care plan to ensure the effectiveness and appropriateness of services.
- Assisting in the evaluation of patient's progress toward goal achievement, including identification and evaluation of barriers to meeting or complying with case management plan of care, and systematically reassessing changes in goals and/or health status.
- Assisting in the research alternative treatment options and selecting and locating appropriate providers which can include facilitation of referrals.
- Assisting in the communicates with primary care physicians and members of the comprehensive care team regarding status of patient.

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- Assisting in utilizing motivational interviewing skills to build patient engagement in case management plan of care.
- Assisting in providing education, information, direction and support related to care goals of patients.
- Acting as a patient advocate and assisting with problem solving and addressing any barriers to care or compliance with care plans.
- Assist in maintaining accurate patient records and patient confidentiality.
- Assist in the measuring outcomes and effectiveness of case management including clinical, financial, quality of life and patient/family satisfaction.
- Engage in professional development activities to keep abreast of case management practices and patient engagement strategies.
- Facilitate disease prevention and health promotion with patients and families
- Determine psychosocial needs & complex medical needs of all patients
- Troubleshoots problems regarding operational and clinical procedures that may affect patient outcomes.
- Attend mandatory training sessions and staff meetings as assigned.
- Document all relevant information following department policy guidelines.
- Assist with the collection, analysis, and benchmarking of utilization data.
- Collaborate in the development of protocols and guidelines for patient care management.
- Promote program to internal and external care providers
- Other tasks as assigned

Key Performance Indicators

VI. Experience, Skills and Aptitude

- **Education:** Master's student in Healthcare Management, Nursing or similar
- **Experience:** Experience in the clinical field is desirable
- **Knowledge:** Leadership skills. Efficiency-focused mindset.
- **Personal Skills:** Team building. Excellent interpersonal communication skills. Ability to solve problems.
- **Technical Skills:** Microsoft Office Packet. Excellent writing, speaking and external skills. Excellent knowledge of English / German.
- **Aptitude:** Integrity. Discretion. Loyalty. Transparency. Responsibility. Own initiative.

Enabling Environment:

- Regulated and supervised independence.
- Proper support.

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- Clear and understandable expectations.
- Standard Operating Procedures Prescribed by the Supervisor.
- Sufficient technical support.

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Service Providers

Nursing

Service Provider	
Reports to	Case Manager, Service Coordinator
Receives orders from	Case Manager, Service Coordinator
Delegates tasks to	Student- Service Provider
Substitutable from	Peer Nursing Service Provider
Substitutes	Peer Nursing Service Provider

I. Role

- Operates in line with the Standards of Operations (Operating Model) and Protocols
- Follows the guidelines of the applicable approaches (ICF and GAS approach)
- Utilizes the Digital Platform for managing the data of the clients
- Applies the key concepts and principles
- Utilizes the respective templates (forms and documents)
- Promotes the values of the Center toward all the stakeholders

Head of Practice provides the organization and supervision of the work process in practical terms within the study program. Ensures that practices are being developed in line with program competencies. Guides Practice Assistants, oversees the development of practice notebooks and practice manuals. Proposes places for practices in health care institutions, regional and local hospitals. Organize and monitor practices and processes in the nursing labs within Institutions. Evaluates students for the practice module.

II. Responsibilities

- Organizing, supervising and monitoring the implementation of practices in the labs and in institutions (supply, supervision).
- Collaboration with clinical mentors.
- Evaluation of the practical part in a health care institution together with clinical mentors.
- Monitoring the use of the Practice Guide.
- Management of practice documents.
- Teaching in the Nursing program.
- Budgeting the Lab's needs.
- Preparation of literature for practical exercises.
- Monitoring the exams.
- Archiving all the documentation of the practical part.
- Customer treatment (if needed).

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Key Performance Indicators

- Writing the manual for practices,
- Monitoring the finalization of practice documents
- Monitoring the implementation of practices,
- Monitoring the assessment of students in labs and health institutions,
- Roll Checking / verifying the completion of files,
- Reporting on work plan achievements,
- Number of internships for students/ number of signed agreements.

III. Experience, Skills and Aptitude

- **Education:** BSc or MSc in health sciences.
- **Experience:** Minimum 2 years of work experience in a similar position.
- **Knowledge:** Knowledge in practical work in nursing (Nursing procedure such as, placement of cannula, infusion, Enteral and Paracentral therapy, measurement of vital signs, placement of catheter, placement of nasogastric tube, patient hygiene, patient transport, communication with the patient, drug administration, providing first aid to the adult and child, patient care with terminal illness, care for the immobile patient, bed adjustment, documentation, phlebotomy, etc.)
- **Personal Skills:** Time management; Communication skills, etc.
- **Technical Skills:** Microsoft office, SIMS, SPSS, Moodle, etc.
- **Aptitude:** Integrity, Reliability, Discretion, Dynamic, Critical Thinker, etc.

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Psychology

Service Provider	
Reports to	Case Manager, Service Coordinator
Receives orders from	Case Manager, Service Coordinator
Delegates tasks to	Student- Service Provider
Substitutable from	Peer Psychology Service Provider
Substitutes	Peer Psychology Service Provider

I. Role

- Operates in line with the Standards of Operations (Operating Model) and Protocols
- Follows the guidelines of the applicable approaches (ICF and GAS approach)
- Utilizes the Digital Platform for managing the data of the clients
- Applies the key concepts and principles
- Utilizes the respective templates (forms and documents)
- Promotes the values of the Center toward all the stakeholders

A clinical therapist is a mental health professional with highly specialized training in the diagnosis and psychological treatment of mental, behavioural and emotional illnesses. They play a major role in the promotion of healthy behaviour, preventing mental illnesses and improving clients' quality of life. They perform their clinical roles according to rigorous ethical principles and code of conduct.

II. Responsibilities

- Assess your clients' needs, abilities or behavior using a variety of methods, including psychometric tests, interviews and direct observation of their behavior.
- Devise, monitor and adapt appropriate treatment programs, including therapy, counselling or advice, in collaboration with colleagues
- Offer therapy and treatments for issues relating to a range of mental health conditions
- Run group sessions with people undergoing therapy in a clinical setting
- Conduct a series of sessions with a client to assess need, build trust and explore issues
- Encourage the client to talk about and explore their feelings, attitudes and behaviors
- Help clients to develop strategies for coping with issues and for making positive changes to the way they think and behave
- Develop and evaluate service provision for clients
- Evaluate therapy sessions and outcomes and write reports
- Maintaining accounts and keeping records of a client's progress
- Keep abreast of developments in theory and research

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- Carry out applied research, adding to the evidence base of practice in a variety of healthcare settings.
- Provide consultation to other professions
- Conduct group sessions in a training capacity for other professionals, such as social workers, nurses and teachers, who are interested in learning more about how groups work and how they function within them
- Work as part of a multidisciplinary team
- Counsel and support careers
- (With appropriate training) supervise other psychotherapists.

Key Performance Indicators

- Demonstrates an understanding of client rights and consent
- Demonstrates collaborative practice
- Appropriately interprets assessment findings
- Performs interventions appropriately
- Applies evidence-based practice in client-centred care
- Identifies adverse events and near misses and minimises risk associated with assessment and interventions
- Client satisfaction
- Outcome methods
- Marketing metrics
- Sessions booked
- Communication with other health and social care staff.
- Professionals' satisfaction
- Rate of pre-admission community care
- Rate of post-discharge community care
- Electronic clients' files are up to date and maintained to required standards

III. Experience, Skills and Aptitude

- **Education:** Master's degree and Licensure
- **Experience:** One year of experience in psychotherapy and additional trainings
- **Knowledge:** Knowledge of human behavior and performance; individual differences in ability, personality, and interests; learning and motivation. Knowledge of psychological theory and practice, knowledge on how to utilize psychological instruments, knowledge of principles, methods, and procedures for diagnosis, treatment, and rehabilitation of physical and mental dysfunctions. Knowledge of laws, legal codes, court procedures, precedents, government regulations, agency rules, and the democratic political process.

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- **Personal Skills:** Good research skills; ability to relate to and empathize with a range of people, good teamworking skills, excellent communication skills, sensitive listening and questioning skills, ability to cope with emotionally demanding situations, ability to work on your own and with others, time-management.
- **Technical Skills:** Microsoft office, SPSS, etc.
- **Aptitude:** Integrity, Reliability, Concern for Others, Self-control, Patience, Independence, Initiative, Cooperation, Critical Thinker, Adaptability/Flexibility, Leadership, Achievement/Effort, Analytical Thinking, etc.

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Speech and Language Therapy (mungon në gjuhën Angleze)

Service Provider	
Reports to	Case Manager, Service Coordinator
Receives orders from	Case Manager, Service Coordinator
Delegates tasks to	Student- Service Provider
Substitutable from	Peer Speech and Language Therapy Service Provider
Substitutes	Peer Speech and Language Therapy Service Provider

I. Role

- Operates in line with the Standards of Operations (Operating Model) and Protocols
- Follows the guidelines of the applicable approaches (ICF and GAS approach)
- Utilizes the Digital Platform for managing the data of the clients
- Applies the key concepts and principles
- Utilizes the respective templates (forms and documents)
- Promotes the values of the Center toward all the stakeholders

II. Responsibilities

- Xyz
-

III. Experience, Skills and Aptitude

- **Education:**
- **Experience:**
- **Knowledge:**
- **Personal Skills:**
- **Technical Skills:**
- **Aptitude:**

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Occupational Therapy

Service Provider	
Reports to	Case Manager, Service Coordinator
Receives orders from	Case Manager, Service Coordinator
Delegates tasks to	Student- Service Provider
Substitutable from	Peer Occupational Therapy Service Provider
Substitutes	Peer Occupational Therapy Service Provider

I. Role

- Operates in line with the Standards of Operations (Operating Model) and Protocols
- Follows the guidelines of the applicable approaches (ICF and GAS approach)
- Utilizes the Digital Platform for managing the data of the clients
- Applies the key concepts and principles
- Utilizes the respective templates (forms and documents)
- Promotes the values of the Center toward all the stakeholders

Head of Practice provides the organization and supervision of the work process in practical terms within the study program. Ensures that practices are being developed in line with the Occupational therapy program competencies. Guides Practice Assistants, oversees the development of practice notebooks and practice manuals. Proposes places for practices in health care institutions, regional and local hospitals, NGO's, schools, kindergarten and clinics. Organize and monitor practices and processes in the field of practice of Occupational therapy within Institutions. Evaluates students for the practice module.

II. Responsibilities

- Observe patients doing tasks, ask the patient questions, and review the patient's medical history
- Use the observations, answers, and medical history to evaluate the patient's condition and needs
- Establish a treatment plan for patients, laying out the types of activities and specific goals to be accomplished
- Help people with various disabilities with different tasks, such as helping an older person with poor memory use a computer, or leading an autistic child in play activities
- Demonstrate exercises that can help relieve pain for people with chronic conditions, such as joint stretches for arthritis sufferers
- Evaluate a patient's home or workplace and identify how it can be better suited to the patient's health needs
- Educate a patient's family and employer about how to accommodate and care for the patient
- Recommend special equipment, such as wheelchairs and eating aids, and instruct patients how to use that equipment

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- Assess and record patients' activities and progress for evaluating clients, for billing, and for reporting to physicians and other healthcare providers
- Organizing, supervising and monitoring the implementation of practices in the clinic and in institutions (supply, supervision).
- Collaboration with clinical mentors.
- Evaluation of the practical part in a health care institution together with clinical mentors.
- Monitoring the use of the Practice Guide.
- Management of practice documents.
- Teaching in the Physiotherapy program.
- Budgeting clinic needs.
- Preparation of literature for practical exercises.
- Monitoring the exams.
- Archiving all the documentation of the practical part.
- Customer (co) treatment (if needed).

Key Performance Indicators

- Writing the manual for practices
- Monitoring the finalization of practice documents
- Monitoring the implementation of practices,
- Monitoring the assessment of students in clinics and health institutions,
- Roll Checking / verifying the completion of files,
- Reporting on work plan achievements,
- Number of internships for students/ number of signed agreements.

III. Experience, Skills and Aptitude

- **Education:** BSc or MSc in Occupational therapy
- **Experience:** Minimum 2 years of work experience with patients of different fields
- **Knowledge:** Knowledge in practical work in Occupational Therapy (Understanding the Occupational therapy field and process, with client centeredness and using clinical reasoning, working Evidence based)
- **Personal Skills:** Time management, patience with working with patients and students, wanting to invest in own development, professional training and new working challenges
 - **Communication Skills:** Clear communication with the patients during assessment and treatment, knowing to educate and show the patient relevant information. Documentation; writing clear and according to guidelines the reports of the treatment and patient folders. Teaching skills for students, both in the clinic and in the classroom.
- **Technical Skills:** Microsoft office, SIMS, SPSS, Moodle.

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- **Aptitude:** Integrity, Reliability, Discretion, Dynamic, Critical Thinker

Enabling Environment:

- Regulated and supervised independence.
- Support to determine.
- Clear and understandable expectations.
- Sufficient technical support
- Enough understanding and cooperation with the program for students and other modules within the Occupational therapy program
- Other experts (occupational therapist, other professionals, teachers) ready and close to discuss the work

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Physical Therapy (need to be co-created)

Service Provider	
Reports to	Case Manager, Service Coordinator
Receives orders from	Case Manager, Service Coordinator
Delegates tasks to	Student- Service Provider
Substitutable from	Peer Occupational Therapy Service Provider
Substitutes	Peer Occupational Therapy Service Provider

I. Role

- Operates in line with the Standards of Operations (Operating Model) and Protocols
- Follows the guidelines of the applicable approaches (ICF and GAS approach)
- Utilizes the Digital Platform for managing the data of the clients
- Applies the key concepts and principles
- Utilizes the respective templates (forms and documents)
- Promotes the values of the Center toward all the stakeholders

II. Responsibilities

- Xyz
-

III. Experience, Skills and Aptitude

- **Education:**
- **Experience:**
- **Knowledge:**
- **Personal Skills:**
- **Technical Skills:**
- **Aptitude:**

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Service Provider (Student)

Service Provider (Student)	
Reports to	
Receives orders from	
Delegates tasks to	
Substitutable from	
Substitutes	

I. Role

- Operates in line with the Standards of Operations (Operating Model) and Protocols
- Follows the guidelines of the applicable approaches (ICF and GAS approach)
- Utilizes the Digital Platform for managing the data of the clients
- Applies the key concepts and principles
- Utilizes the respective templates (forms and documents)
- Promotes the values of the Center toward all the stakeholders

II. Responsibilities

- Depending on the Field and Year of Studies find as follows:
 - a. Nursing Practice Handbook
 - b. Psychology Practice Handbook
 - c. Speech and Language Therapy Handbook
 - d. Occupational Therapy Handbook
 - e. Physical Therapy Handbook

III. Experience, Skills and Aptitude

- **Education:**
- **Experience:**
- **Knowledge:**
- **Personal Skills:**
- **Technical Skills:**

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- **Aptitude:**

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Practice Coordinator

Practice Coordinator	
Reports to	
Receives orders from	
Delegates tasks to	
Substitutable from	
Substitutes	

I. Role

- Operates in line with the Standards of Operations (Operating Model) and Protocols
- Follows the guidelines of the applicable approaches (ICF and GAS approach)
- Utilizes the Digital Platform for managing the data of the clients
- Applies the key concepts and principles
- Utilizes the respective templates (forms and documents)
- Promotes the values of the Center toward all the stakeholders

II. Responsibilities

- Xyz
-

III. Experience, Skills and Aptitude

- **Education:**
- **Experience:**
- **Knowledge:**
- **Personal Skills:**
- **Technical Skills:**
- **Aptitude:**

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Receptionist

Receptionist	
Reports to	
Receives orders from	
Delegates tasks to	
Substitutable from	
Substitutes	

I. Role

- Operates in line with the Standards of Operations (Operating Model) and Protocols
 - Follows the guidelines of the applicable approaches (ICF and GAS approach)
 - Utilizes the Digital Platform for managing the data of the clients
 - Applies the key concepts and principles
 - Utilizes the respective templates (forms and documents)
 - Promotes the values of the Center toward all the stakeholders
- To accurately check patients in and out by verifying insurance, collecting payments, and maintaining patient records and accounts. Maintain patient flow. Provide positive patient relations.

II. Responsibilities

- Prepare the clinic for opening each day by reviewing the facility, opening all systems applications, and preparing new patient registration packets and required documents
- Greet patients, provide patients initial paperwork, and obtain copies of insurance and identification cards.
- Register patients, update patient records, and verify insurance accurately and timely
- Follow company procedures related to workers' compensation and occupational medicine patients
- Determine, collect and process patient payments and address collection and billing issues
- Discharge patients accurately and timely by collecting balances, providing patient documentation, and following discharge procedures
- Respond promptly to customer needs, provide excellent customer service, assist patients with follow-up appointments, and fulfill medical documentation requests
- Balance daily patient charges (cash, check, credit cards) against system reports
- Complete closing procedures by preparing closing documentation and submitting required reports
- Prepare, sign, and drop the deposit in the safe on a nightly basis

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- Complete cash control procedures and secure financial assets
- Maintain complete and accurate documentation.
- Maintain office supplies
- Observe safety and security procedures; promote a safe and pleasant work environment
- Report potentially unsafe conditions to management
- Regular attendance to ensure efficient clinic operations
- Other duties and responsibilities as assigned

III. Experience, Skills and Aptitude

- **Education:**
- **Experience:**
- **Knowledge:**
- **Personal Skills:**
- **Technical Skills:**
- **Aptitude:**

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