

 **JOB DESCRIPTION/SPECIFICATION**

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| **JOB TITLE:****Clinical Nurse Manager/Educator** | **DEPARTMENT:****Medical Support** |
| **APPOINTED BY AND REPORTS TO:****Chief Operating Officer** | **FLSA:****Exempt** | **EEO CODE:****02 - Professional** |

**JOB SUMMARY**

This is a key leadership position within the clinical management team. The position reports to the Chief Operating Officer with direct oversight of the organization’s nursing staff to assure the clinics operate in accordance with PCHC’s Mission and objectives. This Nurse Manager is responsible for directing the delivery of safe, effective and efficient nursing services and patient care. This accountability is exercised by assessing, monitoring, reviewing, planning, organizing, implementing, managing and evaluating processes, workflows and functions that provide nursing and patient care according to accepted standards of practice and performance. The Manager develops, implements, and evaluates educational plans/programs and utilizes methods, measurements and tools to evaluate achievement of learning goals. This individual is responsible for defining and achieving service and quality outcomes that are sensitive to nursing and patient care and is a resource to other clinic supervisors. The position has shared responsibility for compliance with accreditation, regulatory, federal and state rules and regulations as well as organizational policy and procedures. The position must be able to work flexible hours to encompass coverage of the clinic. The manager will work closely with other clinic leaders, department leaders, mid-level and support staff to ensure the delivery of quality, cost effective health care.

**ESSENTIAL FUNCTIONS**

1. Supervise nursing support personnel, including Licensed Practical Nurses and Registered Nurses. This includes hiring, onboarding, performance management, training, employee relations and competency assessment.
2. Provide support to site-based leaders for Medical Assistants, related to onboarding, performance management, training, and competency assessment.
3. Use expert clinical knowledge to anticipate, assess, develop and implement education and resources for patient care staff. Patient care staff include Medical Assistants, Licensed Practical Nurses and Registered Nurses.
4. Identify, develop and assess competencies of patient care staff.
5. Based on staff assessment, plan, develop, implement and evaluate orientation and staff development programs.
6. Apply adult learning principles to training staff and in the development and review of learning tools.
7. Maintain compliance with PCHC policy and procedures and with external regulatory bodies such as HRSA, OSHA and CLIA.
8. Perform clinical nursing staff role and responsibilities in order to meet patient care needs at the clinic.
9. Assure adequate and efficient workflow in the clinic.
10. Utilize daily huddles to promote communication and efficient clinic flow.
11. Monitor staff schedules to assure adequate patient access and support staff as needed to meet provider demand.
12. Foster effective/ongoing communication between medical support staff, provider(s) and management.
13. Facilitate and lead clinic performance improvement activities including patient and staff satisfaction and safety activities.
14. Assist in development of policies and procedures to improve patient care and utilization of clinic resources.
15. Ensure that all clinical administrative procedures, records and documentation are in compliance with relevant regulations, policies and standards, and ensure that the clinic operates in a consistent and high-quality manner.
16. Assess staff productivity utilizing organizational and industry standards. Manage staffing accordingly to provide quality service and within budgetary guidelines.
17. Assure staff has the necessary equipment and supplies to provide efficient quality services.
18. Actively participate in all meetings and organizational committees as requested.
19. Conduct routine staff meetings for designated departments, including developing agendas, and ensuring meeting records.
20. Treat information confidentially.
21. Perform other job-related duties as assigned.

**KNOWLEDGE and SKILLS**

1. Knowledge of nursing theory and practice and ability to apply that knowledge by appropriate integration of nursing practice into ambulatory setting.
2. Ability to develop and direct comprehensive training and education programs.
3. Ability to communicate and work effectively with all levels of management, physicians, clinicians, and staff.
4. At least two years leadership experience in an outpatient-clinic management setting.
5. Excellent computer and communications skills.
6. Overall knowledge of clinical services.
7. Ability to direct, manage and coordinate all areas of clinical services and consistent core competencies.
8. Possess excellent oral and written communication skills along with the ability to listen, understand and influence.
9. Display professionalism in all communications.
10. Ability to respond effectively and meet time deadlines.
11. Effective and decisive under pressure caused by emergency situations.
12. Resourceful and independent/flexible problem solver with ability to think and reason as well as cope positively with changes in the work environment.
13. Ability to relate well to people of diverse ethnic and cultural backgrounds.
14. Willingness to work flexible hours to meet clinic needs.

**MANAGEMENT COMPETENCIES**

1. Involve, whenever appropriate, people in decisions that affect them.
2. Reflect on Mission, Vision and Values when making decisions.
3. Understand and follow all laws, regulations and policies that apply to your work.
4. Place organizational success above personal gain.
5. Organize work to maintain balance in our lives.
6. Focus our work on efforts that lead to achieving organizational priorities.
7. Address challenges and opportunities quickly and creatively.
8. Balance multiple and often competing priorities.
9. Use best practices to help the organization achieve its goals.
10. Make informed decisions, considering both short and long-term implications.
11. Evaluate plans, meetings, work processes and behaviors based on expected outcomes.
12. Carry out work responsibilities to support strategic and financial objectives.
13. Advocate for public policy that provides basic services for those who have limited resources.
14. Seek out opportunities to contribute our resources of time, services or money to help those in need.

**EXPECTED BEHAVIORS**

1. Treat all people with dignity, respect and compassion.
2. Honor diversity in practices of faith, traditions, and culture.
3. Recognize the good work and accomplishments of others.
4. Invite and acknowledge concerns, suggestions and opinions of others.
5. Protect personal and professional privacy and confidentiality.
6. Communicate truthfully and expect others to do the same.
7. Identify and resolve difficult issues.
8. Seek out and participate in opportunities for development.
9. View change as opportunity.
10. Accept and offer feedback that promotes respect and leads to development.
11. Seek out education and training to build job skills.
12. Exceed expectations of patients and colleagues.
13. Strive to exceed job requirements.
14. Seek to continuously improve work processes.
15. Work with others in the spirit of teamwork.
16. Be accountable for the successful completion of scope of work.
17. Make decisions about time and work resources that avoid waste and duplication.
18. Conserve natural and environmental resources.
19. Maintain health, safety and security in the workplace.

**EDUCATION AND EXPERIENCE**:

Two years of experience in ambulatory care nursing is required.

Two years of experience in a leadership role (e.g., nurse manager, manager, charge nurse, supervisor, assistant nurse manager) is preferred.

Bachelor’s Degree in Nursing is required.

Requires current state of Wisconsin Registered Nurse License or a Multi-state Nursing License from a participating state in the NLC (Nurse Licensure Compact) (or eligible for Wisconsin licensure).

**QUALIFICATIONS**

To perform this job successfully, the employee must be able to perform each essential function, as well as the physical and mental requirements satisfactorily. The requirements listed above are representative of the knowledge, skills, abilities and other characteristics required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

**PHYSICAL REQUIREMENTS/DEMANDS**

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| PERCENTAGE OF TIME | 0-24% | 25-49% | 50-74% | 75-100% |
| Seeing:Must be able to read patient charts, as well as use computer, fax/copy machine and other medical equipment in accordance with specialty. |  |  |  |  X |
| Hearing:Must be able to hear well enough to communicate with co-workers and patients. |  |  |  |  X |
| Sitting:Must be able to sit for some of the work shift while answering telephone and communicating with staff. | X |  |  |  |
| Standing/Walking/Mobility:Must be able to stand to conduct training. Must be capable of walking on carpet and hard surface floors with concrete underlayment. Must be able to walk between various clinical areas and departments. |  |  | X |   |
| Climbing/Stooping/Kneeling: |  | X |  |  |
| Lifting/Pulling/Pushing: |  | X |   |  |
| Fingering/Grasping/Feeling: |  |   |  | X |

This position requires manual and finger dexterity and eye-hand coordination for easy and skillful use of hands when working with patients and equipment. The employee frequently is required to stand, walk, sit, climb, balance, stoop, crouch, kneel, and reach with hands and arms. Good hearing is necessary to receive detailed information through oral communication and to make fine discriminations in sound. Visual acuity is needed to assess color changes, to verify accuracy of written materials, and to accurately prepare and administer medications.

**LANGUAGE SKILLS**

Ability to read and interpret documents such as safety rules, operating and maintenance instructions, and procedure manuals. Ability to complete clinic forms and correspondence. Ability to speak effectively before groups of patients or employees of organization.

**MATHEMATICAL SKILLS**

Ability to add, subtract, multiply, and divide, as well as interpret medical numerology e.g., cc’s or centimeters, etc.

**REASONING ABILITY**

Able to think and reason in order to solve practical problems and deal with a variety of concrete variables in situations where only limited standardization exists. Ability to interpret a variety of instructions furnished in written, oral, diagram, or schedule form.

**WORK ENVIRONMENT**

Fast paced work environment. The noise level in the work environment is usually moderate.

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**DISCLAIMER**

The above duties and responsibilities are essential job functions, subject to reasonable accommodations. All job requirements listed indicate the minimum level of knowledge, skills and/or abilities deemed necessary to perform the job proficiently.

This job description is not intended to be construed as an exhaustive statement of duties, responsibilities, or requirements. Employees may be required to perform any other job-related instructions, as requested by their supervisor, subject to reasonable accommodation.

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| **Signatures:****Human Resources Date** | **Employee Date** |