

Family Health Centers – Job Description

JOB TITLE: Clinic Nurse Supervisor

LOCATION: Brewster and Bridgeport Clinics

DEPARTMENT: Nursing

Date: October 2019

FLSA STATUS: Exempt

REPORTS TO: Provider Manager Clinic Operations

PRIMARY ACCOUNTABILITY: Works with the EHR Core Team, medical team and outside Medical providers to ensure quality, comprehensive care is delivered to patients

PRIMARY DUTIES AND RESPONSIBILITIES

- 1) Communicates health information to patients, support staff, and team members
 - a) Assists care team with identification of complex chronic diseases and conditions to ensure the patient population receives appropriate care.
 - b) Coordinate care with medical team and patients to assess needs, identify barriers and coordinate plan of care and communication among multiple providers.
 - c) Coordinate transitions of care with patients, PCP and of other service providers.
 - d) Relays appropriate information between patient and care team by documenting in EHR
 - e) Monitors and processes voice mail, EHR messaging and email in timely manner.
- 2) Patient care
 - a) Provide professional nursing care for FHC patients following established standards and practices and acting within scope of RN license.
 - b) Interact frequently with high risk patients regarding care plans, by phone and in clinical setting.
 - c) Act as educational resource for patients.
 - d) Discuss and develop self-management plans.
 - e) Follow up with patients to assess compliance and progress with identified goals.
 - f) Provide decision support and encourage treatment adherence.
 - g) Assist in PCMH strategies to identify high risk patients based on diagnosis and other factors; use reports to access data on high risk patients.
 - h) Triage patients to level of employee licensure; assess patients as needed and provide appropriate nursing care.
- 3) Responsible for preparation of Performance Evaluations of assigned staff.
- 4) Functions as part of the EHR core team
 - a) Interacts on regularly scheduled basis with entities involved in planning and implementation of all aspects of EHR.
 - b) Provides ongoing supervision and training to employees in the use of EHR
 - c) Functions as liaison between employees and IT providers
- 5) Responsible for scheduling nursing support staff each month following budget guidelines and meeting provider need.
- 6) Responsible for inventory management following budgeted allowances
 - a) Monitor outdates, ascertain need, order, stock and inventory medical supplies and medications.
 - b) Monitor order and submit reports for VFC vaccines.
 - c) Complete and submit purchase orders in a timely manner
- 7) Assists with identified programs as necessary to maintain compliance with regulatory guidelines or funding sources.
- 8) Supervisors clinic assigned clinic staff and responsible for staff training to ensure all clinic staff perform to the highest standards.

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9) Attendance

- a) Ensures attendance and hours worked are accurately recorded in computerized timekeeping system
- b) Properly manages paid vacation and sick leave
- c) Responsible for regular, predictable attendance and to work hours as scheduled, which may include evenings or weekends

GENERAL DEVELOPMENT

1. Requires more advanced organizational skills, in order to organize projects or the work of others
2. Job duties require the ability to work independently and as part of a team
3. Job responsibilities require individual development of priorities for effective performance of duties, including re-prioritization in response to changes in circumstances
4. Employees are expected to determine an effective response to situations encountered within established precedent
5. Work requires consideration of the impact of work product on other employees in the work process
6. This position exercises leadership over others and has actual supervisory authority

PROFESSIONAL & TECHNICAL KNOWLEDGE

Job duties require proficiency in computer operating systems.

Job duties require knowledge and training in the field of nursing typically acquired through a formal Associates degree or trade school program in nursing

Job duties require a deep understanding of the trade/profession sufficient to effectively train or instruct others, or to serve as a resource to employees.

LICENSES AND CERTIFICATIONS

Must have Registered Nurse licensure with the State of Washington

TECHNICAL SKILLS

1. Ability to prepare correspondence and simple reports using computer.
2. Ability to create, send and manage email.
3. Ability to prepare and utilize computer spreadsheets.
4. Ability to access and complete data entry in the Electronic Practice Management (EPM) program
5. Ability to access web-based applications and other computer programs including tele-health.
6. Fully functional in use of the Electronic Health Records (EHR) program

COMMUNICATION SKILLS

- 1) Employee is required to effectively communicate using FHC's core values; the **Core Dimensions**
 - a) **Respect**—using manners and appropriate language; maintaining a person's dignity and confidentiality; giving credit where due; asking others for their input and feedback
 - b) **Empathy**—to show someone you understand what they are feeling without judgment; engaged listening with no distractions; acknowledgment and paraphrasing; eye contact
 - c) **Genuineness**—tone of voice and body language are congruent; showing consistent behaviors over time; integrity (follow-through and follow-up); humility (admitting when a mistake is made)
 - d) **Specificity**—what details can you give so someone knows what "excellence" looks like; models or samples; one-on-one mentoring; alternate plans
- 2) Job duties require employee to provide excellent customer service to all internal and external customers
- 3) Job duties require employee to effectively communicate complex and/or technical information to co-workers and others
- 4) Job duties require the effective communication of information in written (including electronic) correspondence

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- 5) Employees are responsible for the resolution of conflicts that may arise because of disagreements between employees, between employees and customers/clients, or with the public, other legal entities or governmental authorities.
- 6) Duties involve convincing others to take actions, or to behave in a specific way desired by the employee

WORK ENVIRONMENT

Work is performed in an ambulatory care setting, which may include the requirement of working at other sites.

TYPICAL PHYSICAL DEMANDS

Physical Requirements	N/A	Rarely (1-12%)	Occasionally (13-33%)	Frequently (34-66%)	Regularly (67-100%)
Standing			x		
Walking			x		
Climbing		x			
Sitting					x
Stooping / Kneeling		x			
Lift/Carry up to 15 lbs.		x			
Lift/Carry up to 30 lbs.		x			
Lift/Carry up to 50 lbs.		x			
Push/Pull up to 25 lbs. of exertion		x			
Push/Pull up to 50 lbs. of exertion		x			
Work below waist level		x			
Work at waist to shoulder level					x
Work above shoulder level			x		
Reach further than arm's length				x	
Fingering					x
Grasping / Holding				x	
Talking					x
Hearing					x
Seeing					x
Work in confined spaces			x		
Exposed to extreme temperatures	x				
Operate tools or machinery (incl. office equip.)					x
Operate motorized vehicles/equipment			x		
Work at heights balancing	x				
Use/exposed to hazardous substances					x

This description is intended to describe the essential job functions and the essential requirements for the performance of this job. It is not an exhaustive list of all duties, responsibilities and requirements of a person so classified. Other functions may be assigned and management retains the right to add or change the duties at any time.

Signature below acknowledges that I have received a copy of my job description.

Employee Signature

Date

Witness Signature

Date