

## Family Health Centers – Job Description

**JOB TITLE:** Clinic Nurse Supervisor-Team Based Care (Lead RN)

**LOCATION:** All Medical Sites

**DEPARTMENT:** Nursing

Date: November 2020

**FLSA STATUS:** Exempt

**REPORTS TO:** Clinic Operations Manager/COO

**PRIMARY ACCOUNTABILITY:** Works with Operations, Medical Providers and the Quality Improvement Team to ensure quality, comprehensive and coordinated care is delivered to patients in a PCMH/Team Based Care environment.

### **PRIMARY DUTIES AND RESPONSIBILITIES**

- 1) Communicates health information to patients, support staff, and team members
  - a) Assists care teams with identification of complex chronic diseases and conditions to ensure the patient population receives appropriate care.
  - b) Coordinate care with the medical team and patients to assess needs, identify barriers and coordinate plans 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 voicemail, EHR messaging and email in a timely manner.
  - f) Works to the level of their license to maximize their contribution to Team Based Care
  - g) Acts as a resource to MAs to help them work to the level of their license.
  - h) Identify need for training and coordinate training as needed
  - i) Acts as a leader in integrated teams to establish and maintain a positive work environment and strengthen relationships between teams and departments.
  - j) Assists with Case Management as needed
- 2) Participates in Quality Improvement and Infection Control initiatives
  - a) Supports and contributes to Quality Initiatives that advance the goals of Family Health Centers
  - b) Follows the direction of the Infection Control Manager to uphold the highest standards of patient and staff safety.
  - c) Leads PDSA cycles, capturing pertinent information to maximize the effectiveness of Process Improvement
- 3) Patient care
  - a) Provides professional nursing care for FHC patients following established standards and practices and acting within scope of RN license.
  - b) Interacts frequently with high risk patients regarding care plans, by phone and in a clinical setting.
  - c) Acts as an educational resource for patients and staff.
  - d) Discusses and develops self-management plans.
  - e) Follows up with patients to assess compliance and progress with identified goals.
  - f) Provides 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.
- 4) Team Based Care
  - a) Supports empanelment and help to maintain accurate and appropriate panels for providers
  - b) Supports Population Health to proactively improve the health of our community
  - c) Participates in Team Based Care and Whole Person Care initiatives

## **Family Health Centers – Job Description**

- 5) Responsible for preparation of Performance Evaluations of assigned staff.
- 6) Functions as part of the EHR Core Team under the direction of QIP. Regular attendance in Core meetings and completion of Core projects as assigned.
  - a) Interacts on a 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
  - d) Leads the site teams to demonstrate competence in EHR/QIP workflows
- 7) Responsible for scheduling nursing support staff each month following budget guidelines and meeting provider needs.
- 8) Responsible for inventory management following budgeted allowances
  - a) Monitors supply and medication outdates, ascertain need, order, stock and inventory medical supplies and medications.
  - b) Monitors order and submit reports for VFC vaccines.
  - c) Completes and submit purchase orders in a timely manner
- 9) Assists with identified programs as necessary to maintain compliance with regulatory guidelines or funding sources.
- 10) Supervises assigned clinic staff and is responsible for providing or arranging staff training to ensure all clinic site staff perform to the highest standards.
- 11) Evaluates and monitors the Clinic facility conditions to maintain high standards of cleanliness and safety.
- 12) Functions as liaison between site employees and Facilities personnel to maintain safe, clean and attractive clinic sites
- 13) Critical QIP Team member to maintain compliance with all state, federal and regulatory agency standards (Joint Commission, HRSA etc)
- 14) Engage in other Leadership roles as needed and directed by Chief Operations Officer

### **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**

## Family Health Centers – Job Description

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
- 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 primarily in an ambulatory care setting, which may include the requirement of working at sites other than their home clinic site. May be required to work outside of the clinic when necessary to meet the needs of our community (such as at community events and at alternative care sites for infection control purposes).

### TYPICAL PHYSICAL DEMANDS

<b>Physical Requirements</b>	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		

## Family Health Centers – Job Description

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*