

# **TERRY REILLY HEALTH SERVICES**

## **JOB DESCRIPTION**

**TITLE: NAMPALINIC CHARGE NURSE (RN)**  
**Nampa Clinic**

### **GENERAL RESPONSIBILITIES**

Under the direct supervision and leadership of the Nampa Clinic Nursing Manager, is responsible for day-to-day coordination and supervision of floor nursing duties and patient flow. Ensures support for clinicians, fosters teamwork and quality patient care, and implements and enforces protocols, policies and procedures. Takes leadership role in nursing with crisis situations/critical patients.

### **ESSENTIAL DUTIES**

1. Functions as floor/team leader for nursing at the Nampa Clinic. Directs and facilitates MAs and LPNs in meeting medical clinic needs. Includes quality of patient care, nursing skills, teamwork, patient satisfaction and support of clinicians. Assists Nursing Manager with on-going feedback and annual evaluation of staff.
2. Responsible for patient flow in terms of nursing functions. Facilitates and takes lead in resolution of patient flow problems, with assistance from nursing staff, Front Office and Operations Managers as needed. Ensures efficient patient flow, both between pods and among clinicians, and promotes productivity. Continuously monitors patient, clinician and staff needs, and facilitates/assists as needed (procedures, patient check-in and -out, injections/immunizations, IV start and infusion monitoring, catheterizations, referrals, etc.)
3. Coordinates scheduling of MAs and LPNs, ensuring appropriate utilization of staff and maximum productivity. Reviews patient appointment schedules prior to and during each session to ensure appropriate staffing.
4. Responsible for ensuring that exam and procedure rooms are stocked with all supplies and equipment necessary to perform procedures and medical examinations
5. Orients new employees and plays key role in training plan/program. Provides on-going competency based training in collaboration with Nursing Manager.
6. Assists the Nampa Clinic Nursing Manager with the maintenance of equipment, safety inspections, supply inventory, sterilization procedures, emergency equipment checks and other procedures involved with supplies and equipment.
7. Performs nursing and triage duties, as necessary/appropriate.
8. Assists with resolving patient complaints—at the time of the occurrence, if possible--and conducts customer service recovery.
9. Ensures appropriate set-up for procedures per protocol, as well as preparation for any special clinics.

**MARGINAL DUTIES**

1. Works evening and Saturday shifts as necessary to ensure understanding of needs particular to those days/times.
2. Performs other duties as assigned by supervisor or as may be necessary for the proper operation of the clinic and care of patients.
3. Monitors staff time in and out, and informs Nampa Clinic Nursing Manager of tardiness, other issues.

**PERFORMANCE CRITERIA**

1. Nursing schedule is prepared at least two weeks in advance and provides the appropriate level of coverage to meet clinic needs.
2. Shows innovation and flexibility in the resolution of problems and in the development or redesign of effective procedures.
3. Works effectively with Nampa Clinic staff, clinicians, supervisors, and others to continuously improve the operation of the clinic for the welfare of our patients and to build and enhance teamwork and respect throughout the clinic.
4. Ensures quality measures are adhered to at all times by nursing staff

Area	Standard/Performance Measure
Referrals	All referrals for diagnostic testing, specialty care and other treatment is tracked, monitored for timeliness, followed up as necessary, etc.
Immunizations	Childhood immunizations – tbd Adult immunizations – tbd
Diabetic Foot Exams	Conducted on all patients according to protocol, prior to clinician seeing patient.
Medication Refill Requests	Request is acted on and/or forwarded by staff by end of session received (optimal) or by end of same day (at least).
Unlabeled Specimens to Lab	None to extraordinarily rare, e.g. no more than one per quarter.
Test results	Communicated with all patients within department standards.

5. Provides meaningful input into staff evaluations in a timely and effective fashion.
6. Assists staff and enters all appropriate incidents/complaints into TRHS system, and follows up/closes assigned events in timely fashion.
7. Nursing staff are positive and compassionate to patients at all times. Staff does not allow personal issues to interfere with workload and they keep social interactions with other staff to a minimum.

8. Works closely with the Nursing Manager to ensure all delegated assignments and responsibilities are completed efficiently and effectively.
9. Patient flow is continuously monitored and is efficient between pods and among clinicians.
10. New employee orientation and on-going competency based training is conducted in a timely and effective manner. In-service training for nurses is conducted on a monthly basis, at a minimum.
11. Equipment is properly maintained and there are appropriate inventory of necessary supplies for nursing staff.
12. Resources are used in an effective and efficient manner.
13. Nursing care is practiced in a competent and compassionate manner.
14. Patient confidentiality is maintained at all times.

### **SUPERVISION AND EVALUATION**

Supervised and evaluated by the Nampa Clinic Nursing Manager.

### **MINIMUM QUALIFICATIONS**

1. Current Idaho R.N. license.
2. Minimum of 3 years experience in a lead/charge or supervisory position.
3. Strong problem solving skills.
4. Ability to communicate effectively with all staff, clinicians and patients.
5. Ability to establish and maintain effective working relations.
6. Able to walk and stand for long periods of time.

### **PREFERRED QUALIFICATIONS**

1. Five years experience in a lead/charge or supervisory position.
2. Bachelors degree in Nursing.
3. Experience working with a wide variety of patient populations, including patients living in poverty and individuals of minority groups.
4. Bilingual abilities (English/Spanish).
5. Ability to lift 20 pounds.

**Revised/Approved: 8/4/09**

B/L differential eligible?    Yes  No   
B/L ability required?        Yes  No   
HIPAA: Provider: Restricted Access  
Health Code: PPD/Rubella/Hep B