

TERRY REILLY HEALTH SERVICES

JOB DESCRIPTION

TITLE: NAMPAL CLINIC NURSING MANAGER
Nampa Clinic

GENERAL RESPONSIBILITIES

Responsible for the overall coordination, supervision, and effective performance of the Nampa Clinic nursing department. Under the supervision of the Nampa Clinic Operations Manager, position manages the nursing team achieving clinic/nursing goals and objectives. Provides vision and strategic direction for nursing services and serves as member of Nampa Clinic Management Team.

ESSENTIAL DUTIES

1. Overall responsibility for supervision and direction of nursing staff and nursing services provided at the Nampa Clinic. Collaborates with the Nampa Clinic Operations Manager to optimize operations of the Clinic, including improvement in patient services and satisfaction and implementation of long-range plans and budgets.
2. Supervises and directs the work of nursing department staff, including nurses, medical assistants, and data entry staff. Hires, develops, disciplines and evaluates nursing staff.
3. Develops, implements, and evaluates nursing care criteria for clinical practice of all Nampa Clinic nursing staff. Participates in designing and implementing improvements and in evaluating nursing services and the delivery of patient care in Nampa Clinic, including data collection and analysis, with the assistance of the Charge Nurses and the Nampa Clinic Operations Manager.
4. Responsible for leading Nampa Clinic nursing team in achieving corporate and clinic goals with specific focus on identifying and implementing opportunities to improve clinic productivity and services, achieving our targets and improving patient outcomes.
5. Oversees scheduling of all nursing staff with assistance from Charge Nurses. Reviews and approves (as appropriate) overtime, time records, and leave requests. Assists with schedule changes for clinicians, ensuring appropriate staffing levels (neither too high nor low).
6. Assists in development of budget for assigned areas, and monitors on a regular basis.
7. Overall responsibility for the training and development of nursing staff. Provides and/or coordinates in-service training, including CPR and training staff in the proper use of the electronic health record.
8. Responsible for planning, developing, and implementing the budget for the nursing department.
9. Oversees Prevention Grants/Programs including immunization program, Susan G. Komen, Women's Health Check, Woman's Heart Advantage, and Diabetes Collaborative Team. Communicates relevant information to clinicians and staff related to programs, including to satellite clinics.

10. Overall responsibility for the maintenance of equipment, yearly safety inspections and supply inventory, to include responsibility for sterilization procedures, emergency cart and other procedures involved with supplies and equipment.
11. Continuously seeks to improve nursing services at the Nampa Clinic to foster:
 - Continuity of care and other principles of the Patient Centered Medical Home
 - Improved patient satisfaction
 - Improved quality of care
 - Efficient and technically correct nursing support of clinicians
 - Teamwork between clinician/nurse teams
 - Improved responsiveness to patient needs
 - Friendly clinic atmosphere
12. Responsible for investigating and resolving patient incidents and complaints as they pertain to the Nampa nursing team.
13. Oversees immunization program, including vaccine ordering process, receipt, maintenance/storage, compliance with state and other grants and requirements.
14. Responsible for collection and coordination of perinatal data, including annual UDS chart audits and reporting.
15. Maintains nursing policy and procedure manual for the Nampa Clinic.
16. Ensures compliance with HIPAA/OSHA and other regulatory requirements as they relate to the Nampa Clinic nursing staff.
17. Performs nursing and triage duties, as appropriate.
18. Participates in committees and task forces as appropriate.

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.
3. Performs any other duties as may be necessary for the proper operation of the clinic and care of patients.

PERFORMANCE CRITERIA

1. Ensures quality measures are adhered to at all times by nursing staff, including immunization rates/goals, diabetic foot exams, medication list reconciliation, etc.
2. Nursing schedules are prepared at least two weeks in advance and provide the appropriate level of coverage to meet clinic needs. Productivity is continuously monitored and staff is cross-trained to maximize efficiency.
3. Is fair, equitable, positive, and constructive in managing others; actively promotes teamwork and positive staff morale. Turnover is kept to a minimum.

4. Staff evaluations are performed in a timely manner. Evaluations are an accurate reflection of staff performance.
5. In-service training for nurses is conducted at least on a monthly basis. Staff is proficient in their knowledge and utilization of TRHS nursing systems, including EHR, work toward corporate and clinic goals, and practice competent nursing care.
6. 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.
7. Communication with the Nampa Clinic Operations Manager is frequent, timely, complete, and effective.
8. Works effectively with Nampa Clinic leaders and staff to continuously improve operations of Nampa Clinic for the welfare of our patients and to build and enhance teamwork and respect throughout the clinic. Patient Satisfaction Survey results show a steady upward trend or reasonable explanations for lack of such achievement.
9. Assignments and responsibilities, including those assigned to Charge Nurses or others, are completed in an efficient and effective manner.
10. Grants and program targets and deadlines are met and information is communicated effectively and timely to appropriate parties.
11. Shows innovation and flexibility in the resolution of problems and in the development or redesign of effective procedures. Patient complaints are investigated and resolved expeditiously.
12. Equipment is properly maintained and there are appropriate inventory of necessary supplies for nursing staff. Sound judgment is used in the ordering, purchasing, consumption and maintenance of supplies and equipment.
13. The Nampa Clinic Nursing Policy and Procedure manual is comprehensive and kept up-to-date.
14. Nursing care is practiced in a competent and compassionate manner.
15. Patient confidentiality is maintained at all times.
16. Is professional in dress and appearance, maintains professional demeanor, and represents the corporation in a positive manner at all times.

SUPERVISION AND EVALUATION

Supervised and evaluated by the Nampa Clinic Operations Manager with input from the Medical Director, Nampa Clinicians and other staff.

MINIMUM QUALIFICATIONS

1. Current Idaho R.N. license.
2. Minimum of three years experience in a nursing director/manager position.
3. Strong analytical and problem solving skills. Problems are solved with creativity and ingenuity.

4. Ability to communicate effectively, both orally and in writing.
5. Able to establish and maintain effective working relations and to work in a team environment.
6. Ability to set priorities, be organized, and be a self-starter.
7. Ability to develop subordinates and provide strong leadership.
8. Able to organize, prioritize, and coordinate multiple activities and tasks.
9. Able to remain calm and effective in high pressure and emergency situations.

PREFERRED QUALIFICATIONS

1. Five or more years experience directing/managing nursing operations.
2. Bachelors or Masters 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 25 pounds.

Revised/Approved: 8/4/09

B/L differential eligible?	Yes <input checked="" type="checkbox"/>	No <input type="checkbox"/>
B/L ability required?	Yes <input type="checkbox"/>	No <input checked="" type="checkbox"/>
HIPAA: Provider: Restricted Access		
Health Code: PPD/Rubella/Hep B		