

UNIVERSITY CLINICAL, EDUCATION & RESEARCH ASSOCIATES (UCERA)

POSITION DESCRIPTION

Position Title: Clinic Nurse Manager-Registered Nurse **Date Prepared:** 12/13/2009

Department: Family Medicine

FLSA Status: Exempt 100% UCERA FTE

Reports to: Medical Director

Potential Occupational Exposure to Blood borne Pathogens: Yes

UCERA is a non-profit organization established to further the mission and vision of the John A. Burns School of Medicine at the University of Hawaii (JABSOM). It contributes to JABSOM's goal of improving the health care status of the citizens of Hawaii and the Pacific by supporting the education, research and clinical activities of the School. It supports financial diversification of the School by developing revenue generating initiatives in collaboration with hospitals, government agencies and other entities.

POSITION SUMMARY

Responsible for assisting the Medical Director in coordinating and supervising the Hawai'i Island Family Health Center clinical staff, and assisting with managing the daily clinical operations of the site by fulfilling the technical and clinical functions, requirements, skills, and competencies of the staff. Oversees quality of care delivered by clinical support staff.

Responsible for ensuring development of clinical quality care initiatives. Also serves as a resource in all clinical matters and performs other duties as assigned.

In addition, the subject position will be responsible for providing professional nursing care for clinic patients following established standards and practices. This position administers medications and immunizations under the direction of the providers and may also be responsible for routine drug and supply ordering. The individual must demonstrate knowledge of the principles of growth and development over the life span and possess the ability to assess data reflective of the patient's status and interpret the appropriate information needed to identify each patient's requirements relative to his or her age-specific needs, and to provide the care needed by the infant/pediatric (0-10 years), adolescent (11-18 years), adult (19-64 years), maternity, and to geriatric (65 years plus) patient groups. Assists providers and staff in the coordination of patient care. Functions as primary liaison between patients, staff and providers.

Additional responsibilities include: ensuring appropriate staff clinical coverage; coordinating clinical staff schedules with the Office Manager; overseeing ordering and inventory of clinical supplies; supervising and precepting nursing students; participating in student and resident education.

ESSENTIAL JOB DUTIES AND FUNCTIONS

A. Supervision and Coordination

- 1) Assists with the coordination and supervision of the daily operations of Hawai'i Island Family Health Center; may perform daily assignments and activities of clinical and clerical staff.
 - a) Provides input into the coordination of the clinic's activities to assure the most efficient utilization of resources. May assign, coordinate and monitor utilization of personnel, equipment and facilities.
 - b) Provides clinical input to insure patients' clinic visits and course of treatment is smooth, efficient and customer oriented.
 - c) Assures that departmental objectives and assignments are accomplished by staff as scheduled.
 - d) Monitors the purchasing, receiving, storage, utilization, and charging of supplies as directed by the Medical Director or Medical Group Practice Director.
- 2) Develops work schedules for clinical staff to meet operational needs in conjunction with contractual requirements and with the Office Manager. Communicates schedule and changes/revisions as appropriate.
- 3) Insures clinical schedule and daily staffing supports clinical needs of the department.
- 4) Assures that operational decisions are made based on sound judgment and are compliant with all regulatory requirements, e.g., JCAHO, OSHA, etc., under the direction of the Medical Director or Medical Group Practice Director.
- 5) Complies with all legal requirements and company policies.
- 6) Supervision
 - a) Provides input into recruitment and hiring of staff.
 - b) Responsible for the orientation, and competency assessment of all clinical support staff including temporary staff are completed per regulatory requirements.
 - c) Collaborates and assists with evaluations on all clinical support staff. Collaborates with the Medical Director and Medical Group Practice Director and/or consults with RCNE or designee to implement improvement plans and monitors the progress of staff.
 - d) Identifies staff development needs, and implements measures to address needs. Assists with competency assessments for all clinical staff.

7) Budget

- a) Provides input to operational and capital budgets.
- b) Assists the Medical Director and Medical Group Practice Director in monitoring revenue, expenses, and productivity to provide care in a cost-effective manner.

B) Management of Nursing Care

Serve as a subject matter expert and role model in matters pertaining to standards of nursing care

- 1) Assists with the supervision for all clinical staff.
- 2) Monitors deviations from established standard and takes appropriate action, to ensure quality of care.
- 3) Completes ongoing environmental needs assessments for both personnel and patients, and addresses issues identified.
- 4) Insures that practices, policies and operations of the Hawai'i Island Family Health Center are current with latest trends, research findings and benchmarks in nursing. This is done through keeping abreast of trends in clinical nursing practice and nursing management.
- 5) Assess educational needs of Hawai'i Island Family Health Center clinical staff. Coordinates educational programs and develops plans to address needs.
- 6) Encourages and assists clinical staff to try new strategies, techniques, equipment, and materials by arranging a variety of development activities such as conferences and seminars.

C) Clinical Responsibilities

1. Responsible for appropriate nursing care of all patients assigned; maintains accurate, concise and complete records on the patient's condition, treatment, medications and responses to treatment.
2. Assists the providers during examinations, procedures and treatments as needed. Prepares and provides supplies required.
3. Educates patients and families regarding medications and treatments, expected responses and side effects, disease process, nutrition, activity and physical adjustments related to the disease process or treatment. Responsible for verifying informed consent prior to procedures.

4. Maintains a safe work environment; complies with policies and procedures for handling and disposal of contaminated wastes or spills, and universal precautions.
5. Completes venipuncture and other peripheral intravenous treatments. Monitors and maintains accurate records of all intravenous therapies and the patient's responses to treatment.
6. Remains current with primary care nursing and protocols by participating in offered continuing education.
7. Demonstrates flexibility in scheduling to accommodate patients' needs, which may include varying shifts, holidays and weekends.
8. Maintains confidentiality regarding client information. Provides services with respect for human dignity and the uniqueness of each patient unrestricted by considerations of socioeconomic status, personal attributes, or the nature of the health problem.
9. Uses the principles of growth and development to assess each patient's age specific needs and provide age specific treatment and care.
10. Uses the principles of pain management in assisting each patient to be as comfortable and pain free as possible by assessing, treating and educating patient and family.
11. Uses the knowledge of different cultures to assess each patient's cultural specific needs and provide cultural specific treatment and care.

D. Communication/Customer Service

1. Promotes nursing and organizational goals, initiatives and changes in a positive, pro-active manner.
2. Provides leadership, guidance and directions in implementing institutional guidelines for customer service.
3. Maintains a line of positive communication, promotes teamwork by promoting professional collaboration at all levels.
4. Serves as a role model by displaying, maintaining, and encouraging behavior, which promotes positive, professional customer relations with patients, visitors, physicians and co-workers.

E. Other Duties

1. Assists in the cost containment efforts of UCERA by suggesting operational changes, product change, consolidation and standardization.
2. Participates in performance improvement efforts by serving on Performance Improvement Teams and other projects as assigned.
3. Supervises and precepts nursing students, and assists with the education of students and residents from other health professions.
4. Adheres to all patient safety/infection control policies and procedures and sees that all staff and providers are informed and assists with monitoring compliance.
5. Provides input into policies and procedures representing acute care nursing as appropriate.
6. Conducts evaluations of new and/or trail equipment and assures safe and knowledgeable operation through adequate training. Responsible for communicating the outcome of trails and participates in recommendations to purchase or not, and assures that the supply inventory levels are appropriately maintained.
7. Responsible for observing, identifying and addressing departmental conditions that pose potential threat to life and/or safety to patients, staff, providers, and visitors.
8. Maintains competencies through continuing education and credentialing in-services within appropriate time frame.
9. Assures that all nursing staff is aware of and utilizes age-specific criteria competently.
10. Maintains the strictest confidentiality of all employee/patient information and provides an environment conducive to the maintenance of confidentiality.
11. Follows all applicable rules, policies, laws, regulations, and accreditation requirements. Complies with all legal requirements and company policies.
12. Performs other related duties as assigned.

III. EDUCATION, EXPERIENCE, CERTIFICATION, LICENSURE

- A. **Education:** Graduated from an accredited school of nursing, preferably BSN

- B. **Experience:** A minimum of three to five years of professional nursing work experience. *Experience as a nurse manager or in a supervisory role in a Family Medicine Center highly desirable.*

Supervisory aptitude is the demonstration of aptitude or potential for the performance of supervisory duties through successful completion of regular or special assignments which involve some supervisory responsibilities or aspects; by serving as a group or team leader; or in similar work in which opportunities for demonstrating supervisory or administrative capabilities exist; by completion of training courses in supervision accompanied by application of supervisory skills in work assignments; or by favorable appraisals by a supervisor indicating the possession of supervisory potential.

- C. **Certification:** *BLS certification required within one (1) month of appointment.*
- D. **Licensure:** Possession of a current license to practice as a professional registered nurse in the State of Hawaii.

DESIRED SKILLS

In addition to the knowledge, skills and abilities possessed by a registered professional nurse, the employee should be able to initiate and maintain working relationships with members of the medical staff, administration, nursing, and other departments and agencies affiliated with the hospital/facility in dealing with and developing policies and procedures experience or documented evidence of competence in the area of practice, administration, and/or leadership skills; knowledge of JCAHO requirements, and those of other federal, state, or private regulatory/review organizations with which the hospital interacts. Ability to communicate well with individuals at all levels; work as a team member; shows management, leadership, decision-making, interpersonal, and communication (verbal and written) skills.

V. WORKING CONDITIONS/PHYSICAL REQUIREMENTS

Must be able to read without strain printed material the size of typewritten characters, glasses permitted, and the ability to hear the conversational voice, with or without a hearing aid, or the ability to compensate satisfactorily; may be exposed to infections and contagious diseases. Able to work in a stressful environment dealing with multiple tasks and various people.

- Working with minimal supervision; attention to detail, accuracy and concentration, and ability to maintain calm composure while performing multiple tasks are essential.
- Requires full range of body motion including handling and lifting patients, manual and finger dexterity and eye-hand coordination.
- Requires standing and walking for extensive periods of time.
- Occasionally lifts and carries items weighing up to 100 pounds
- Normal working conditions, indoors, air-conditioned.

- Combination of office and exam settings.
- Usual hours are Monday-Friday, 8:00 a.m. to 5:00 p.m. Hours may be flexed to accommodate clinic schedules, and duties may require extended hours.
- Must have excellent written and verbal communication skills. Requires communication with staff, between departments, and with clients and contractors.

EQUIPMENT USED

- Standard office equipment (phones, typewriter, computer, printers, scanners, fax).
- Computer system with the following software: Microsoft Office for Windows, Practice Partner Electronic Medical Record which are subject to change.

NATURE OF SUPERVISION

A. Supervised By: Medical Site Director

B. Supervises:

Supervision of Hawai'i Island Family Health Center staff members, which may include Registered Nurses, Licensed Practical Nurses, Medical Assistants, Patient Care Technicians, nursing students.

C. Instructions/Assistance/Review of Work:

The Registered Nurse, Clinical Nurse Manager functions with considerable independence. This position receives general supervision from the supervisor. Review of work is generally limited to assurance that work performed is in accordance with policies and procedures of the department. The incumbent is expected to inform the supervisor when unforeseen events/circumstances require significant changes.

TERMS OF EMPLOYMENT

Position is located in our Hilo Clinic and is available immediately and beyond, subject to terms of employment, job performance and/or continued funding.

Employment is "at will" and can be terminated at any time, either by the employee or UCERA, with or without cause or reason and with or without notice.

ABOUT THE SALARY AND BENEFITS

UCERA offers a competitive package. Salary commensurate with education and experience. Benefits include 13 holidays per year, 100% employee coverage for health and dental, flexible spending plan, pension plan with 3% dollar-for-dollar company matching contributions, 2 weeks of paid vacation after 90 days of service, 100% company paid group life insurance, casual office attire, and flexible work schedules.

INTERESTED APPLICANTS

Qualified applicants are encouraged to email a cover letter, resume, and salary requirements to jobs@ucera.org or fax at 536-7315.

UCERA is an Equal Opportunity Employer.