



Job Title: Nurse Manager (RN) Supervisor's Title: Medical Director Department: Nursing	FLSA Status: Exempt Last Reviewed: 11/27/2018
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General Summary of Position: The Nurse Manager is responsible for performing patient care within the scope of nursing practice under the direction of the Medical Director. The Nurse Manager is responsible for organizing policies and procedures for personnel in direct contact with patient care. The Nurse Manager supervises and manages the duties of Staff Nurses (RNs/LPNs) within the scope of nursing, as well as the Clinical Facilitators and their duties.

Major Areas of Responsibility:

- 1. Management and Supervision:** The Nurse Manager is the direct supervisor for Staff Nurses (RNs/LPNs) and Clinical Facilitators. The Nurse Manager oversees the duties of Staff Nurses, including, but not limited to: Nurse Visits, phone triage, patient walk-ins, medication administration, and case management. As well as the duties of Clinical Facilitators: including, but not limited to: receiving and directing telephone calls and paperwork, assisting with Community Outreach events and activities, and evaluating patient needs and connecting patients with resources.
- 2. Nursing Department Development:** The Nurse Manager is responsible for leading monthly Department Meetings with the Staff Nurses and monthly Department Meetings with the Clinical Facilitators. Responsibilities also include providing continuing education opportunities and nursing certification opportunities for the Assistant Nurse Manager, Staff Nurses, Nurse Site Leader(s), and Clinical Facilitators according to the needs of the clinic and for the benefit of staff retention. Additionally the Nurse Manager is responsible for providing budget and staffing recommendations to the Medical Director and ensuring appropriate staffing in the Nursing Department.
- 3. Policy and Procedure Development:** The Nurse Manager is responsible for organizing policies and procedures for personnel in direct contact with patient care as outlined by the Medical Director, including but not limited to: Clinical Staff Supervision, Clinical staff Competency List, Standard Work, Documentation, Triage Walk-in Policy, Timeliness of Care, and Patient-Centered Access Policy. The Nurse Manager participates in Quality Improvement by taking initiative and responsibility to improve clinic functions and procedures with evidenced based practice when directed.
- 4. Health Promotion:** The Nurse Manager works in conjunction with the Medical Director to oversee patient Health Promotion and patient Education activities of the clinic regarding health promotion, illness prevention, medical diagnoses, medication administration, treatment procedures, disease management, and community resource utilization.
- 5. Nursing Case Management/Care Coordination/Care Team Development:** The Nurse Manager works in conjunction with the Medical Director to oversee development, coordination, and management of Nursing Case Management/Care Coordination initiatives and processes. Promotes clinical excellence. Facilitates necessary changes to Care Teams, obtaining buy-in from Providers and staff.



Required Knowledge, Skills, Abilities:

1. Demonstrates the three levels of caring: competence (what is done), courtesy (what is said), and compassion (what is felt).
2. Demonstrates leadership skills that support staff and promote quality patient care.
3. Demonstrates critical thinking, reflection, and problem solving.
4. Skilled in assessment and implementation of nursing process as related to the ambulatory care setting.
5. Ability to multitask and prioritize work issues properly.
6. Must possess experience in verbal and written communications, clinical information systems, as well as detailed nursing documentation in an EMR, which serves as legal proof of the type and quality of nursing care provided to patients at CCH.
7. Demonstrates skill in negotiation when needed.
8. Understands the scope of practice for RNs, LPNs, MAs and unlicensed personnel.
9. Understands and abides by policies and procedures related to HIPAA compliance, OSHA standards, and FQHC regulations.
10. Must possess a high degree of initiative with minimal supervision and guidance, utilizing independent and collaborative judgment in decision making.
11. Understands and determines employee needs. Effectively communicates information to employees of diverse economic, physical, emotional, social, and spiritual backgrounds.
12. Demonstrates flexibility in response to continuous changes in demands, procedures, and situations.
13. Exhibits good interpersonal skills to interact with a multitude of different situations, demonstrating tact and diplomacy in interpersonal interactions.
14. Skilled at teaching and coaching medical staff, developing and leading clinical staff in-services as well as oversight of medical staff performance reviews and evaluations in a timely and effective manner.
15. Works effectively as a team member with Directors, Providers, and Management, advocating across departments to benefit both patients and staff.
16. Assists in administering progressive discipline and ensuring and upholding clinic policies and procedures (including HIPAA, OSHA, FQHC, FTCA, PCMH regulations), as well as writing and upholding staff policies, procedures, and Standard Work.
17. Participates in interviewing, training, and overseeing new staff, volunteers, and students.
18. Provides spiritual leadership to the Nursing Department and organization as a whole.

Education and Experience:

- Completion of an accredited nursing program and a bachelor's degree or associate's degree in nursing is required.
- A current, valid **RN license** in the state of Georgia is required.
- BLS certification is required.
- Computer literacy is necessary.
- 2-3 years of previous inpatient nursing experience is appreciated.
- Community Health/Public Health experience is desirable.
- Additional board certifications are favorable.
- Some experience in management or in a supervisory capacity required.