

VALLEY COMMUNITY HEALTHCARE
DIRECTOR OF NURSING
Job Description

Valley Community Healthcare is one of Los Angeles' larger community-based health centers. Located in the San Fernando Valley with a stellar 45-year reputation, we provided over 200,000 medical visits last year and are looking to expand. Core programs include primary care, pediatrics, adolescent teen clinic, dental, optometry and mental and behavioral health. VCH participates in state and local disease collaborations, and QI programs.

We are seeking a Director of Nursing to add to our wonderful team. Bilingual in English and Spanish is preferred.

Summary:

The Director of Nursing, in collaboration with the Chief Medical Officer and the Chief Operations Officer, will work to assure the delivery of quality patient care and compliance with all applicable standards. The Director of Nursing will be responsible for the technical supervision of all VCH nursing staff as well as all other clinical support staff (Medical Assistants (MA) and lab). The Director of Nursing will be responsible for the development of nursing policies and procedures, and ongoing training and evaluation of the nursing personnel and clinical support staff.

Essential Duties and Responsibilities

1. Supports and implements the organization's vision, mission, and values.
2. Assures excellent customer service at all times; to internal and external customers
3. Determines priorities and method of completing daily workload to insure that all responsibilities are carried out in a timely manner.
4. Manages all aspects of nursing care and clinical support (includes MA's and lab staff); supervises coordination of adequate staffing, scheduling of nursing, and clinical support.
5. Ensures the implementation of effective systems for triaging patient calls, walk-in patients, and code response.
6. Oversees and ensures maintenance of adequate inventory of necessary medical supplies.
7. Acts as patient advocate and coordinates as appropriate with others to facilitate the best possible medical outcomes.
8. Prepares, develops, and maintains the Health Center's medical, nursing and clinical support protocols.
9. Provides direct clinical services as needed.
10. Supports regulatory audit activities in collaboration with Executive Leadership Team
11. Provides for the competency of staff through developing protocols, teaching, coaching, and training for services including, but not limited to:
 - a. Venipuncture, Immunizations, Injections, Aseptic techniques, Cal OSHA, Infection control, Fire/Safety/Disaster/Terrorism, and appropriate chart documentation.
12. Maintains acceptable standards of nursing and clinical support care, based upon community and Health Center standards.

13. Develops and manages medical services performance improvement projects in coordination with Executive Leadership.
14. Works with Medical Director to monitor key processes and measures in clinical operations.
15. Participates in the development and implementation of goals and objectives for Medical Services in alliance with the strategic plan.
16. Works with Executive Leadership in evaluation of Health Center space for appropriate and maximum utilization.
17. Performs other duties, tasks and procedures as assigned.

Supervisory Responsibilities

The Director of Nursing will be responsible for the technical supervision of all VCH nursing staff, Health Center supervisors, as well as other clinical support staff (Medical Assistants (MAs) and lab).

Guides, directs, disciplines, coaches and motivates staff regarding work performance, problem solving, and decision making to ensure staffs meet work standards. Conducts all aspects of supervision in a professional, consistent and objective manner.

1) Staff Development and Management

- a. Responsible for all human resources functions for VCH nursing staff including supervising personnel to include recruitment, screening, interviewing, hiring, terminating, and disciplinary action; maintains appropriate documentation and ensures compliance with all VCH policies and requirements;
- b. Ensures that staffing levels and coverage are adequate to meet patient care and regulatory requirements;
- c. Maintains systems to provide regular feedback and evaluation for employees;
- d. Completes probationary and annual performance reviews on or before the due date(s).
- e. Works closely with supervisors and other VCH Managers to maintain positive patient care atmosphere in Health Center;
- f. Develops and implements staff training and development programs to meet continuing education and contractual requirements and to further knowledge of medical care and working in team environment;
- g. Works closely with key stakeholders to develop and maintain ongoing recruitment activities;

2) Quality Management

- a. Provides Quality Management direction and oversight for nursing activities in all VCH clinical areas as appropriate;
- b. Actively participates in Quality Management Committee (QMC) and ensures that regular monitors are conducted and reported on;
- c. Leads and/or participates in various special projects teams to address areas of concern;

3) Clinical Compliance

- a. Maintains current P&P for nursing program and ensures that they comply with all regulatory and contract requirements;

- b. Conducts regular meetings with staff to ensure full understanding and buy-in for all Policy & Procedure (P&P);
- c. Leads or participates as needed in all program, licensure and other external audits and in the preparation of Plans of Corrective Action (POCA);

Competencies:

To perform the job successfully, an individual should demonstrate the following competencies:

- Excellent time management and supervisory skills
- Detail oriented, thorough, enjoys teaching.
- Bi-lingual English/Spanish preferred.
- Customer Service – manages difficult or emotional customer situations: Responds promptly to customer needs; meets commitments.
- Interpersonal Skills – focuses on solving conflict; maintains confidentiality; listens to others without interrupting; keeps emotions under control.
- Oral Communication – speaks clearly and persuasively in positive or negative situations; listens and obtains clarification; responds well to questions; demonstrates group presentation skills; participates in meetings.
- Written Communication – writes clearly and informatively.
- Teamwork – contributes to building a positive team spirit.
- Visionary Leadership – inspires respect and trust.
- Ethics – treats people with respect.

Qualifications

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skills, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Education and/or Experience

Ability to read and interpret documents such as safety rules, operating and maintenance instructions, and procedure manuals. Ability to write routine reports and correspondence. Ability to speak effectively before groups of customers or employees of organization. Must have excellent computer skills.

Required:

Current Registered Nurse – must be maintained after hire.
A Bachelors of Science in Nursing and/or Masters in Nursing preferred
At least 2 years experience in Nursing Administrative duties.
Experience with the administration and management of competencies.

Preferred:

Two to four years experience in a supervisory or management role of staff in a healthcare environment and working in an outpatient setting, preferably in a community healthcare or family practice environment.

Prior experience with Joint Commission Certification.
Prior experience with Patient Centered Medical Home model of care delivery.
Prior experience with establishing written policies & procedures.

***Responsibilities and tasks outlined in this document are not exhaustive and may change as determined by the needs of the company.**

VALLEY COMMUNITY HEALTHCARE IS AN EQUAL OPPORTUNITY EMPLOYER