



Valley Community Healthcare is one of Los Angeles' larger community-based health centers. Located in the San Fernando Valley with a stellar 44-year reputation, we provided over 90,000 medical visits last year and are looking to expand. Core programs include primary care, pediatrics, adolescent teen health center, dental, optometry and mental and behavioral health. VCH participates in state and local disease collaboratives, and QI programs.

We are seeking a temporary Nurse Coordinator to add to our wonderful team at the health center. Bilingual in English and Spanish is required

**Reports to:** Director of Nursing

**Hours:** Full time (40 Hours)

**FLSA Status:** Exempt

**Summary:**

The Nurse Coordinator in collaboration with the Director of Nursing will work to ensure the delivery of quality patient care and compliance with all applicable internal and regulatory standards. The Nurse Coordinator will be responsible for the technical supervision of NHWC/KHS VCH nursing staff, MA Clinical Supervisor as well as back-up to other NHWC clinical support staff ( Medical Assistants [MA], Front Desk Reception, and lab as needed). The Nurse Coordinator will be responsible for the implementation of VCH policies and procedures, ongoing training, and evaluation of the nursing personnel and clinical support staff in conjunction with DON.

**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 appropriate staffing and responsibilities are carried out in a timely manner in concurrence with Clinic Supervisor
4. Implements and maintains the VCH's medical, nursing, and clinical support protocols in conjunction with DON.
5. Provides for the competency of staff through developing/implementing 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.
6. Maintains acceptable standards of nursing and clinical support care, based upon community and VCH standards.
7. Supervises and manages medical/nursing services performance improvement projects in coordination with Clinical Supervisor and DON

8. Assists Director of Community and School services, Clinic Supervisor, and Director of Nursing to monitor key processes and measures in clinical operations for NHWC/KHS.
9. Works with Director of Community and School services, Clinic Supervisor, and DON for evaluation of facility space for appropriate and maximum utilization to provide excellent patient care
10. Provides direct Registered Nurse clinical services as needed.
11. Ensures the implementation of effective systems for Triaging patient calls, Walk-in patients, and Code responses.
12. Acts as patient advocate and coordinates as appropriate with others to facilitate the best possible medical outcomes with regards to Health Education and cultural competency
13. Participates with providers and other facilities in the implementation of goals and objectives for patient Case Management
14. Responsible for maintenance of adequate inventory of necessary medical supplies, medication inventories, and provides Dispensary functions as required.
15. Supports regulatory audit activities in collaboration with Director of Community and School Services, Clinic Supervisor, and DON.
16. Work with Director of Community and School Services to meet goals and expectations for NHWC and KHS
17. Performs other duties, tasks and procedures as assigned.

### **Supervisory Responsibilities**

The Nurse Coordinator will be responsible for the technical supervision of NHWC VCH nursing staff, clinic supervisors, as well as back-up for other clinical support staff (Medical Assistants (MAs) and lab as needed).

Guides, delegates, disciplines, coaches, and motivates staff regarding work performance, problem solving, and decision making to ensure staffs meet adequate VCH standards along with Clinic Supervisor and DON. Conducts all aspects of supervision in a professional, consistent, and objective manner.

#### 1) Staff Development and Management

- a. Oversees human resources functions for NHWC 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) for direct report staffs.
- e. Works closely with Clinic Supervisors and other VCH Managers to maintain positive patient care atmosphere in NHWC/KHS facilities;

- f. 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 at NHWC/KHS;
- 2) Quality Management
    - a. Provides Quality Management direction and oversight for nursing activities in NHWC/KHS facility areas as appropriate;
    - b. Oversees NHWC/KHS Health Educators, RN Triage, RN patient appointments, group visits, and MA Clinic Supervisors in order to provide quality patient care
    - c. Guides and/or participates in various special projects teams to address areas of concern
  - 3) Clinical Compliance
    - a. Ensures compliance with current P&P for NHWC/KHS nursing program, regulatory, and contract requirements;
    - b. Conducts regular meetings with staff to ensure full understanding and buy-in for computer and Policy & Procedure (P&P) updates
    - c. Participates with Director of Community and School Services, Clinic Supervisors, and DON as needed in outreach programs, licensure and other external audits and in the preparation of Plans of Corrective Action (POCA) for NHWC/KHS

### **Competencies:**

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

- Experience with the administration and management of competencies.
- 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.
- CAIR, CHPW (California Public Health Worker) certification, CPSP (California Perinatal Program) certification required
- 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

Current Registered Nurse licensure – must be maintained after hire

A Bachelors of Science in Nursing preferred

At least 2 years experience in Nursing Administrative duties

**Customer Service:** Treats customers, patients, co-workers, and others with respect and trust. Is able to work effectively by sharing ideas in a constructive and positive manner; listening to and objectively considering ideas and suggestions from others; keeping commitments; keeping others informed of work progress, timetables and issues; addressing problems and issues constructively to find mutually acceptable and practical solutions; addressing others by name, title, or other respectful identifiers, and respecting the diversity of our workforce in actions, words, and deeds. It is the responsibility of every employee to report any patient safety concern to their immediate supervisor without fear of reprisal. VCH policy of non-retaliation protects employees who report patient safety concerns

**\*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**

**Application:** Valley Community Healthcare offers competitive salaries and benefits packages. Interested candidates should apply with a cover letter, resume, and salary expectation. Applications can be emailed to [hr@vchcare.org](mailto:hr@vchcare.org), or faxed to (818) 763-7231 or dropped off in person at 6801 Coldwater Canyon Avenue Suite 1B, North Hollywood CA, 91605.