



POSITION DESCRIPTION

POSITION TITLE:	Nurse Manager	DEPARTMENT:	Medical Services
REPORTS TO:	Director of Nursing	STATUS:	Exempt
HOURS:	Full Time (40 hours/week) hours may vary; evenings and weekends may be required		

High-Quality Health Care for All

The mission of Valley Community Healthcare is to improve the health and wellbeing of our community by providing high-quality comprehensive healthcare services regardless of ability to pay.

We're in this together

Enhancing relationships with staff, businesses, foundations, and community leaders who share our vision of high-quality healthcare for all.

We're providers of patient-centered care

Empowering patients to take responsibility for, and share in, decisions regarding their health status, forming a partnership between patient and healthcare provider.

We're forward-thinking, accountable leaders

Assuring organizational viability through high standards of administrative and fiscal accountability while managing growth responsibly and strategically.

Utilizing Valley Community Healthcare's (VCH) Patient Centered Medical Home protocols, the Nurse Manager (NM), in collaboration with the Director of Nursing (DON) and the Chief Medical Officer (CMO), will work to assure the delivery of quality patient care and compliance with all applicable standards. The NM will be responsible for the direct supervision of non-exempt Registered nurses and Vocational nurses, Data Center staff, and the Laboratory supervisors. The NM will be responsible for the development of nursing policies and procedures, organization and deployment of schedules for nursing clinical care, and ongoing training and evaluation of the nursing and laboratory personnel. The NM will assure the compliance of the Patient Assistance Program and will assist the Director of nursing with clinical support staff training and implementation of all workflows.

CORE JOB RESPONSIBILITIES (Essential Duties):

Essential Duties:

- Assures excellent customer service at all times, to internal and external customers
- Ensures the implementation of effective systems for triaging patient calls and walk-in patients.

Nurse Manager
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- Participates in the recruitment, screening, hiring, scheduling and ongoing evaluation of competent nurses..
- Oversees the documentation of competency training for RNs and LVNs, in accordance with Medical Board of California scope of practice laws. This will include documentation of competency training for current nurses and new employees.
- Promotes the level of clinical expertise required of staff to provide safe, high quality nursing care.
- Works with DON to train ancillary support staff on VCH's "The Valley Way" operations protocols and provides ongoing monitoring.
- Acts as patient advocate and coordinates as appropriate with others to facilitate the best possible medical outcomes.
- Prepares, develops, and maintains the Clinic's medical, nursing and clinical support protocols.
- Provides direct clinical services as needed.
- Supports regulatory audit activities in collaboration with Executive Leadership Team.
- Facilitates Care Coordination for patients identified by providers, health plans, or other entities as needing additional services.
- Ensures adherence to all VCH Patient Centered Medical Home protocols.
- Maintains acceptable standards of nursing and clinical support care, based upon community and clinic standards.
- Develops and manages medical services performance improvement projects in coordination with DON and CMO.
- Manages escalating situations between patients and healthcare providers.
- Assists Director of Nursing with the oversight and evaluation of The Valley Way protocols such as huddle observations, schedule postings, and other duties.
- Provides oversight of the Patient Assistance Vaccine Program and ensures compliance.
- Reviews VCH laboratory proficiency testing reports and conducts a risk management report to ensure staff are trained and supported.
- Reviews and updates the RN and LVN job description annually.
- Participates in VCH's Quality Improvement program including Quality Improvement Committee, Risk Management Committee, Human Resources Workgroup Committee, and Supervisor Meetings.
- Assists DON and CMO with preparation for HRSA, MHLA, Medi-Cal, VFC, or other external audits.
- Oversees and ensures that RN and LVN clinical care schedules are opened and being utilized effectively to provide direct patient care.
- Performs other duties, tasks, and procedures as assigned.

Supervisory Responsibilities:

The Nurse Manager will be responsible for the direct supervision of non-exempt registered nurses and licensed vocational nurses.

- Provide training and ongoing evaluation of nursing staff annually and on a regular basis.
- Creates schedules of nurses to ensure efficiency of their skills and time.
- Reviews nursing documentation and productivity reports; follows up on work results.
- Looks for ways to improve the delivery of quality nursing care.
- Provides coaching, counseling, and discipline to staff when applicable.

- Maintains Nursing operations by initiating, coordinating, and enforcing program, operational, and personnel policies and procedures.
- Maintains nursing and clinical supplies inventory by recognizing usage reports and anticipating needed supplies.
- Contributes to team effort by accomplishing related results as needed.

Competencies:

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

- Exhibits time management skills with prioritization of tasks.
- Communicates with all staff to ensure proper implementation and sustainability of processes.
- Delegates tasks accordingly.
- Takes initiative to problem solve before escalating to supervisor
- Detail-oriented, thorough.
- Experienced in training others.
- 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 gets 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.

SUPPORTING JOB RESPONSIBILITIES:

- Attend and lead meetings, team huddles, and assigned trainings.
- Attend and actively participate in board of director meetings.
- Other duties as assigned.

POSITION REQUIREMENTS:

These specifications are general guidelines based on the minimum experience normally considered essential to the satisfactory performance of this job. Individual abilities may result in some deviation from these guidelines.

Qualification Requirements:

- A valid and unrestricted license from the California Board of Registered Nursing (RN).
- A minimum of two years post-licensure experience in a supervisory or management role is required.
- License must be clear of any disciplinary action.
- A Bachelor's of Science degree in Nursing is required
- Supervisory experience and experience in a Federally Qualified Health Center and/or an NCQA

recognized Patient Centered Medical Home is preferred.

- Current California Driver License or Identification Card is required.
- Exhibits a high level of professionalism.
- Working knowledge of current evaluation and treatment methods in area of specialty.
- Understanding of current medical, educational, and psychosocial intervention procedures.
- Ability to perform clinical duties within established guidelines in an organized, efficient manner.
- Ability to relate and communicate well to all cultural and ethnic groups in the community, including fluency in written and spoken English. Bilingual skills in written and spoken Spanish are preferred.
- Ability to complete and maintain records in accordance with procedures utilizing an electronic health record system.
- General computer skills in Microsoft Office programs (Word, Excel, etc.) and electronic medical record systems.

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.**