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**CHIEF NURSING OFFICER**

**FULL-TIME**

**HARWICH PORT**

### **Summary/Objective**

The Chief Nursing Officer (CNO) is responsible for the coordination of clinical staffing and professional development for the nursing and clinical support staff. The CNO reports to the Chief Executive officer and works closely with the other members of the executive team as well as, the Site Medical Directors and Health Center Directors to achieve organizational goals. Duties include taking a leadership role in quality improvement efforts, designing and implementing nursing professional development plans/programs, project management of strategic goals and objectives, development of nursing policies, standardizing the nursing practice across each of the health centers and being a leader in the further development and implementation of the medical home model infrastructure.

### **Essential Functions**

- Strong focus on elevating nursing practice to an expanded clinical role that supports the patient and clinical team's needs
- Develop nursing assessment and clinical skill sets among nursing staff to support the needs of patients with complex, chronic illness
- Provide a consistent voice as a patient advocate
- In collaboration with other clinical leaders, implement approved clinical protocols to respond to patient identified needs and support the provider role
- Assess current clinical roles and processes and define a future vision that supports the mission of OCHS. Recommend a detailed multi-year work plan
- Engage nursing and the rest of the clinical team in the planning and implementation of cultural changes
- Understand and encourage the optimal use of technology to advance communication among team members
- Identify key metrics of performance and measurements of success as it relates to clinical targets and patient experience and provide periodic feedback to team.
- Focus on creating clinical processes to improve effectiveness, efficiency, the patient experience, and the team experience
- Assist OCHS in transitioning successfully as a member of a complex Accountable Care Organization
- Understand the scope of the Nurse Practice Act, TJC, HRSA, DPH and all other regulatory bodies
- Coordinate comprehensive organization wide infection prevention and control program.
- Oversee onboarding of nursing/MA staff, working directly with Nurse Managers and Lead MAs to ensure proper coordination of onboarding schedule
- Serve as key contact and resource for Nursing and MA staff—help to troubleshoot

questions/concerns that arise

- Participate in performance reviews of nursing and MA staff, both yearly and ad hoc
- Establish and maintain competencies of clinical nursing and medical assistant staff; Ensure reporting/integration of information into credentialing/re-credentialing process
- Work with Nurse Managers and Lead MAs to ensure there is adequate nursing and medical assistant staffing to support the primary care physician staff and specialty care staff; Ensure conformance with OCHS policies and procedures of the scheduling, time and attendance reporting for above
- Collaborate with other members of the leadership team to maximize communication and collaboration between all disciplines, sites and departments and to resolve any barriers to quality, team-focused service delivery
- Responsible for the development, maintenance and implementation of all clinical nursing policies and procedures
- Oversee Nurse Managers to ensure proper management, adequacy and appropriateness of all medications and clinical supplies in each of the locations

### **Core Competencies**

- Managing others
- Fostering teamwork
- Written and verbal communication
- Honesty and integrity
- Fiscal accountability
- Technology-oriented
- Analytical thinking
- Problem-solving
- Customer-oriented

### **Required Qualifications, Education, and Experience**

- Bachelor's Degree in nursing with relevant post-graduate degree (MSN, MBA, M.Ed., etc)
- Minimum of five years of nursing leadership; experience in an Ambulatory Nursing environment particularly helpful
- Demonstrated knowledge of nursing/clinical practice and related supporting policies/procedures
- Strong change-management skills
- Great team player, good communicator
- Demonstrated ability to complete multiple tasks in an environment with competing priorities
- Possesses a working knowledge of computer systems and programs
- In-depth knowledge of administration, typically gained through external area
- In-depth understanding of policy issues related to health care
- Demonstrated analytic ability, knowledge of business process reengineering skills
- Demonstrated leadership skills

- Working knowledge of all applicable federal and state nursing and medical assistant requirements

### **Preferred Qualifications, Education, and Experience**

- Knowledge of and experience with EMRs and other clinical software

### **Physical and Mental Job Requirements**

- Exposure to:
  - Chemicals
  - Hazardous waste
  - Infectious bacteria/viruses
  - Infectious diseases
  - Blood-borne pathogens
  - Bodily fluids
- Use of and/or subject to:
  - Vehicle
  - Light equipment
  - Computers/monitors
  - Confined spaces
- Physical requirements:
  - Occasional lifting/carrying up to 25 lbs
  - Occasional bending
  - Occasional reaching
  - Occasional standing
  - Frequent sitting
  - Frequent handwriting and typing
  - Frequent visual perception
  - Frequent visual inspection
  - Frequent hearing
  - Frequent speaking
- Mental requirements:
  - Understand and apply routine verbal and/or written instructions
  - Understand and apply non-routine verbal and/or written instructions
  - Understand complex problems and collaborate to explore alternative solutions
  - Organize actions to complete sequential and/or routine tasks
  - Organize and prioritize individual work schedule to manage multiple patients, tasks, and/or projects
  - Organize and prioritize the work schedules of others to manage multiple patients, tasks and/or projects
  - Make decisions that have an impact on the individual's work
  - Make decisions that have an impact on the immediate work unit's operations and/or services
  - Make decisions that have significant impact on a department's credibility, operations, and/or services

- Make decisions that have an impact on the health and well-being of patients
- Communicate and explain a variety of information
- Communicate in-depth information for the purpose of interpreting, and/or negotiating
- Communicate complex medical information to patients and patient families
- Memorization/concentration
- Learning/knowledge retention
- Preparing/analyzing numerical figures
- Emotional/behavioral self-regulation
- Interacting with others

### **Work Environment**

- The functions of this role are conducted in an office environment and an outpatient clinical environment

### **Hours of Work**

- This role is paid on a salaried basis
- Typically, full-time salaried employees work 40 hours during a Monday through Friday work week. However, this is a salaried position. Therefore, the individual is expected to work as required to complete the duties of the position. This may mean hours beyond 40 per week are required.

### **AAP/EEO Statement**

Outer Cape Health Services is committed to a firm policy in favor of equal employment opportunity and will abide by all applicable state and federal regulations by not discriminating against any applicant or employee on the basis of race, religion, color, creed, sex, age, national origin, citizenship status, marital status, sexual orientation, gender identity and expression, disability or veteran status. Our commitment to equal employment opportunities shall include employment, upgrading, promotion, demotion, transfer, leaves or other absences from work, layoff, compensation and benefits, selection for training or other education, professional opportunities and conflict resolution.

It is also the policy of OCHS to take affirmative action to employ and to advance in employment, all persons regardless of their status as woman, minority or individuals with disabilities or protected veterans, and to base all employment decisions only on valid job requirements.

Please inform us of any necessary accommodations required during the application process and/or at any time during employment.

### **Other Duties**

Please note this job description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required of the employee for this job. Duties, responsibilities and activities may change at any time with or without notice.

