



Posting Date: May 1, 2019

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**NURSE MANAGER**

**FULL-TIME**

**HARWICH PORT**

**SUMMARY**

At Outer Cape Health Services, the Nurse Manager serves as the clinical leader to frontline Nursing and Medical Assistant staff in each Health Center. The Nurse Manager supervises, coordinates, directs, and evaluates the work of our nurses and Medical Assistants to ensure that effective and efficient patient care is being provided and that quality standards are met. The Nurse Manager serves as the primary clinical resource to staff and is responsible for creating an environment to support patient-centered, team based care. As a member of management, he/she is responsible for implementing and enforcing established policies and procedures and for fulfilling administrative tasks as assigned.

**ESSENTIAL JOB FUNCTIONS\***

1. Provides supervision of day to day nursing operations overseeing the work of RN and MA staff
2. Works with Lead MA in managing staffing levels to support patient care needs by ensuring that RN and MA staff schedules are developed, communicated, and fulfilled
3. Serves as a mentor and resource to staff
4. Coordinates and ensures new RN and MA training and site orientation, forwarding completed documentation to Human Resources for employee file
5. Coordinates CLIA, OSHA and other clinical employee training as needed
6. Works with the provider leadership, Health Center Director, and other members of the team to resolve conflicts.
7. Works with other members of the health care team to optimize performance and maximize patient satisfaction, responding to Patient Experience ratings and comments
8. Reviews and responds to patient problems and concerns in collaboration with providers and Health Center Director.
9. Works collaboratively with others in organization to develop/revise effective workflows then communicates, monitors, and maintains those workflows
10. Promotes and facilitates on site process improvement working with frontline staff
11. Recommends/implements opportunities for revenue enhancements and expense reductions to optimize the organization's bottom line
12. Schedules and leads regular RN and MA staff meetings

13. Oversees the ordering of all clinical supplies, immunizations and vaccines to ensure adequate supply for clinical care, maintain required documentation and minimize waste
14. Serves as Vaccine Coordinator for site, completing required education, and ensures that RN and MA staff are current with immunization schedule and available immunizations
15. Completes performance evaluations for MA and RN staff both through formal annual reviews and informal coaching
16. Develops performance improvement plans and participates in formal disciplinary processes for RN and MA staff
17. Participates in assigned committees through regular attendance and completion of committee work
18. Assists with data collection, reporting, and adherence to quality standards
19. Is consistent and fair in the interpretation of policies and regulations and holds staff accountable for complying with procedures
20. Ensures that annual competency assessments for nurses and Medical Assistants are completed and documented, then forwarded to Human Resources for employee file
21. Consistently models, reinforces, and supports tenets of patient-centered, team-based care

### **CLINICAL DUTIES AND RESPONSIBILITIES**

1. As an integral member of the healthcare team, the Nurse Manager collaborates with health care providers, nurses, medical assistants and other team members to provide safe and effective patient care.
2. Administers medications, starts and maintain IV's, provides patient teaching and performs nursing procedures as ordered
3. Performs nursing visits
4. Performs triage
5. Provides assessment of patient needs, patient education and family support
6. Provides case management
7. Participates in urgent care, patient stabilization, and hospital transfer

### **PREPARATION, KNOWLEDGE, SKILLS AND ABILITIES**

#### Knowledge of:

- Performance management
- Nursing process
- Process improvement
- Case management requirements

- Patient triage
- HIPAA regulations
- Model of team-based care
- Patient Centered Medical Home requirements
- The Joint Commission standards
- Conflict management
- Scope of practice for nurses and Medical Assistants
- Working within budgetary constraints
- When to seek assistance

Skills in:

- Patient triage and assessment of emergency situations
- Interviewing for 'right fit'
- Hiring, training, and supervising staff
- Evaluating performance and coaching
- Organizing and balancing wide range of tasks and responsibilities
- Crisis management

Ability to:

- Effectively balance clinical and administrative responsibilities
- Supervise and manage staff while optimizing their performance
- Build trust and work collaboratively with providers and staff and other managers
- Problem solve and make independent decisions
- Interact therapeutically with patients and families

**CORE COMPETENCIES**

Communication:

- Oral communication
- Customer orientation

Interaction:

- Building/strengthening collaborative relationships
- Building trust
- Influencing others
- Teamwork

### Leadership:

- Providing motivational support
- Fostering teamwork
- Managing change
- Developing others
- Coaching & mentoring

### Achieving Results:

- Initiative
- Thoroughness
- Problem solving
- Functional knowledge and skills

### Self-Management:

- Stress management
- Accountability and dependability
- Ethics and integrity
- Fiscal accountability
- Service

## **CLINICAL COMPETENCIES**

Designated clinical competencies will be assessed upon hire and on an annual basis. These competencies may include Patient Triage, INR Monitoring, Ear lavage, AED, maintaining sterile field, Wound care, Pain Assessment, and other requirements depending upon introduction of new procedures or equipment.

## **SUPERVISORY RESPONSIBILITY**

- Work is performed under the administrative direction of the Health Center Director
- Employee reports indirectly to Director of Nursing to ensure compliance with standards of nursing practice
- Position is responsible for the direct supervision of up to 12 employees; interviews and hires, monitors training; plans, assigns and directs work; and evaluates, rewards, disciplines, and terminates staff in consultation with HR and Health Center Director, with DON when appropriate.

## **EDUCATION AND EXPERIENCE**

- Successful completion of an accredited school of nursing and a current R.N. license from the

Massachusetts State Board of Registration required

- Bachelor of Science in Nursing required, Masters of Nursing desirable or may be in process of completing BSN.
- Minimum of three years professional nursing experience (hospital, clinic, ambulatory primary care setting, preferred) or comparable experience
- Minimum of four years of nursing supervisory experience.

### **LICENSES AND CERTIFICATIONS REQUIRED**

- RN license in good standing from Massachusetts Board of Registration required
- BLS certification required

### **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:
  - Computers/monitors
  - Biomedical equipment
- Physical Requirements
  - Occasional lifting/carrying up to 20 lbs
  - Constant fine motor control
  - Occasional pushing/pulling up to 20 lbs
  - Occasional bending
  - Occasional squatting
  - Occasional kneeling
  - Frequent reaching
  - Frequent standing
  - Frequent walking
  - Constant finger dexterity

- Frequent grasping/holding
- Frequent handwriting and typing
- Constant visual perception
- Constant color distinction
- Constant hearing
- Frequent speaking
- Mental Requirements
  - Understand and apply routine/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 an impact on the health and wellbeing of patients
  - Communicate and exchange 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
  - Concentration
  - Learning/knowledge retention
  - Preparing/analyzing numerical figures
  - Analyzing/examining/testing data
  - Emotional/behavioral self-regulation
  - Interacting with others

### **WORK ENVIRONMENT**

The functions of this role are conducted primarily in a clinical environment with access to an office environment for administrative tasks. There is constant contact with patients and their families coming to the health center for care.

## **HOURS OF WORK**

- This role is paid on a salaried basis
- Typically, full-time salaried employees work 40 hours during a workweek which could include weekend time. 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 on occasion.

## **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 AND RESPONSIBILITIES**

- 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.

***The above statements are intended to describe the general nature and level of work being performed by people assigned to do this job. The above is not intended to be an exhaustive list of all responsibilities and duties required.***

**\*External and internal applicants, as well as position incumbents who become disabled as defined under the Americans with Disabilities Act must be able to perform the essential job functions (as listed) either unaided or with the assistance of a reasonable accommodation to be determined by management on a case by case basis.**

**WE RECOGNIZE THAT THE DIVERSITY, TALENT, INNOVATION AND COMMITMENT OF ALL OF OUR EMPLOYEES CONTRIBUTE TO OUR STRENGTH AND ARE MAJOR COMPONENTS OF OUR SUCCESS.**