



Job Title: Nursing Supervisor
Department: Nursing
Supervisor: Clinic Manager
FLSA Status: Exempt
Approved Date: 1-1-18

Position Summary

Performs professional supervisory nursing practice in the care of all patients. Provides oversight for daily clinical nursing operations, supervises a variety of administrative functions and actively participates in strategic planning initiatives designed to enhance and continuously improve nursing care. Responsible for maintaining the quality and adequacy of nursing practice and for recognizing and assisting in solving professional, administrative and supervisory problems. Position exercises considerable judgment in applying professional knowledge in solving nursing problems within established policies and practices.

Essential Duties and Responsibilities include the following. Other duties may be assigned

1. Promotes and restores patients' health by developing day-to-day management and long-term planning of the patient care area; identifying areas of risk and working on quality improvement; directing and developing staff; collaborating with physicians and multidisciplinary professional staffs to promote best practices.
2. Orients Patient Care Team to ensure standardization in documentation and workflow in adherence to the positions job description. Responsible for development and maintenance of proper training documents.
3. Works with nursing teams, providers and clinic manager to identify best practices and workflows to promote patient care and to support providers. Responsible for implementation and oversight of meaningful use measures into clinical workflows.
4. Develops and implements workflows to capture unrealized revenue. Actively examines other service lines to improve patient care and revenue.
5. Works directly with Patient Care Team, Providers and Clinic Manager to identify areas of risk and best practices. Implements quality improvement plans to improve patient safety across teams. Promotes Patient Centered Medical Home standards, Meaningful Use requirements and UDS requirements.
6. Conducts meetings to effectively maintain communication channels.
7. Ensures proper staffing coverage to efficiently operate the department on all teams by being responsible for the weekly nursing schedule. Identifies areas for floating and cross training to provide the best support. Monitors patient census/provider clinic schedule and adjusts staffing based on patient/staff demands. Develops and Implements workflow improvements to ensure a high level of efficiency and effectiveness.

8. Directly supervises Patient Care Team. Provides feedback, assists with disciplinary action, hiring and termination. Responsible for approving time requests and time sheets.
9. Collaborates with Reception Supervisor/Lead to maximize scheduling, encourages continuity and seeks out opportunities to work patients in.
10. Understands job competencies and performs annual evaluations for Patient Care Team. Completes performance evaluations for their team nurses and Medical Assistants. Ensures accountability in work by performing random audits on staff documentation in the EHR.
11. Clearly understands each clinical position scope of practice and supports clinic mission of service and education by seeking opportunities for training. Coordinates and leads group visit sessions as needed.
12. Acts as the Employee Health Nurse for clinic.
13. Implements new policies/procedures into department as directed and enforces policies and procedures.

Competencies

To perform the job successfully, the following competencies should be demonstrated.

Attendance/Punctuality - Is consistently at work and on time, as established; ensures work responsibilities are covered when absent; arrives at meetings and appointments on time.

CHCW Culture - Treats people with respect; keeps commitments; inspires the trust of others; works with integrity and principles; upholds organizational values; follows policies and procedures; supports organization's goals and values; shows respect and sensitivity for cultural differences; follows instructions; responds to management direction; takes responsibility for own actions; keeps commitments; commits to long hours of work when necessary to reach goals; completes tasks on time or notifies appropriate person with an alternate plan; asks for and offers help when needed.

Communications - Speaks clearly and persuasively in positive or negative situations; listens and gets clarification; responds well to questions; demonstrates group presentation skills; participates in meetings; writes clearly and informatively; edits work for spelling and grammar; keeps others adequately informed; selects and uses appropriate communication methods.

Customer Service for Internal and External Customers/Patients - Manages difficult or emotional customer/patient situations; responds promptly to customer/patient needs; solicits customer/patient feedback to improve service ; responds to requests for service and assistance; meets commitments.

Job Knowledge - Competent in required job skills and knowledge; exhibits ability to learn and apply new skills; keeps abreast of current developments; requires minimal supervision; displays understanding of how job relates to others; maintains confidentiality per policy and regulations; fluent in Microsoft Office programs, including Word, Excel, PowerPoint and Outlook and job related software and computers; uses resources effectively; pursues training and development opportunities; adapts to new technologies; keeps technical skills up to date.

Problem Solving - Identifies and resolves problems in a timely manner; gathers and analyzes information skillfully; develops alternative solutions; works well in group problem solving situations; uses reason even when dealing with emotional topics; adapts to changes in the work environment; changes approach or method to best fit the situation.

Planning/Organizing - Prioritizes and plans work activities; uses time efficiently; plans for additional resources; sets goals and objectives; organizes or schedules other people and their tasks; develops realistic action plans.

Quality Management - Looks for ways to improve and promote quality; demonstrates accuracy and thoroughness; applies feedback to improve performance; monitors own work to ensure quality.

Safety and Security - Observes safety and security procedures; determines appropriate action beyond guidelines; reports potentially unsafe conditions; uses equipment and materials properly.

Teamwork - Exhibits objectivity and openness to others' views; gives and welcomes feedback; establishes and maintains effective relations; exhibits tact and consideration; offers assistance and support to co-workers; works cooperatively in group situations; works actively to resolve conflicts.

Leadership

Provides vision, inspires and motivates others to perform well; effectively influences actions and opinions of others; gives appropriate recognition to others; inspires respect and trust.

Defines responsibilities and expectations; sets goals and objectives; ensures progress toward goals; fosters team cooperation; supports group problem solving; includes staff in planning, decision-making, facilitating and process improvement; takes responsibility for subordinates' activities; makes self available to staff; provides regular performance feedback; develops subordinates' skills and encourages training and development; communicates changes effectively; builds commitment and overcomes resistance; prepares and supports those affected by change; monitors transition and evaluates results.

Solicits and applies customer feedback (internal and external); fosters quality focus in others; improves processes, products and services; continually works to improve supervisory skills; addresses difficult situations; maintains objectivity; keeps emotions under control; uses negotiation skills to resolve conflicts; exhibits sound interviewing skills; presents positive, realistic view of the organization; makes quality hiring decisions; works within approved budget; develops and implements cost saving measures; aligns work with strategic goals; displays willingness to make decisions; exhibits sound and accurate judgment; supports and explains reasoning for decisions; includes appropriate people in decision-making process; makes timely decisions; develops workable implementation plans.

Recommends or has the authority to hire, fire, advance or change the status of employees.

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, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Education and/or Experience

Graduation from an approved nursing program as required for RN License and three years related experience.

Certificates, Licenses, Registrations

Washington State Registered Nurse License
Current driver's license and auto insurance

Physical Demands

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is regularly required to use hands to finger, handle, or feel and talk or hear. The employee is frequently required to stand; walk; sit and reach with hands and arms. The employee is occasionally required to stoop, kneel, crouch, or crawl. The employee must occasionally lift and/or move up to 25 pounds. Specific vision abilities required by this job include close vision, color vision, peripheral vision, depth perception and ability to adjust focus.

Work Environment

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

The noise level in the work environment is usually moderate.

Employee Signature

Date

Employee Print Name

Supervisor Signature

Date