



## **CLINICAL NURSE MANAGER**

**OVERVIEW:** To work as a member of the patient care team. To perform basic duties related to overall patient services at the Tri-County Community Action Agency, Health Center. Under the supervision of the Medical Director and Health Center Director, the Clinical Nurse Manager trains, supervises, and evaluates the clinical and support staff, including nurses and medical assistants. He/She contributes to the maintenance of patient health by providing education, counseling, and clinical tracking of certain conditions/indicators. He/She, with the assistance of the Medical Director and Health Center Director, is responsible for the development, maintenance and implementation of clinical policies and procedures. He/She is responsible for the medical program's conformity with licensing, OSHA, CLIA, JCAHO standards and all other federal and state regulations for outpatient ambulatory clinics. He/She or his/her designee is CLIA and OSHA (Infection Control) Officer.

**QUALIFICATIONS:** RN (RI license) with a BS or MA in nursing or other health-related field; Three (3) years of experience in coordinating quality improvement efforts in an outpatient clinical setting; Masters Degree in nursing or management strongly preferred; Three to five (3-5) years clinical experience (adult/pediatric); Three to five (3-5) years management experience; Knowledge of patient population/community resources and agencies. EMR experience a plus; Knowledge and adherence to HIPAA regulations mandated; Bilingual ability welcomed.

**SIGNIFICANT JOB RESPONSIBILITIES:** Working in conjunction with the Medical Director and Health Center Director to complete the following: **CLINICAL:** Maintain efficient and effective patient flow by developing, maintaining and revising staff schedules and systems from patient set-up to room breakdown, defining the roles and responsibilities of the clinical support staff; Serves as the Agency's Lead Clinical Representative in the Chronic Care Collaboratives in the planning, implementation, tracking, and evaluation process; Conducting clinical continuous quality improvement activities; Conduct regular PDSA cycles; Systematically evaluates the quality and effectiveness of nursing practice and nursing services, analyzing appropriate internal and external data and information to identify opportunities in collaboration with stakeholders for improving services and patient outcomes; Maintains quality patient care by monitoring staff delivery of care according to Agency policies and protocols; Conducts random chart audits according to Quality Management protocols and health outcome measures. (Performance Improvement program clinical indicators). **SUPERVISORY:** Utilizes Electronic Practice Management and Electronic Medical Record technology to effectively manage scheduling and patient flow in order to ensure the delivery of the highest quality behavioral, ambulatory, and dental care as well as contractually obligated service delivery targets; In conjunction with the Medical Director and Behavioral Health Director, maintains a well trained, efficient, competent and committed clinical nursing/support staff, including Medical Assistants, Licensed Practical Nurses and Registered Nurses by effectively interviewing, selecting and training qualified staff, providing ongoing staff development, supervision, corrective action and retraining as needed; Develops education programs designed to assist the staff nurse in the progression from novice to expert in the practice of nursing; Providing timely and meaningful Tri-County employee and competency evaluations.

**PLANNING AND DEVELOPMENT:** Facilitates nursing/medical assistant/front desk team meetings for ongoing development and peer supervision; Develops and maintains good relationships with referral Providers and area health institutions, as well as with community based organizations that relate with and refer to the Agency; Participates in the development of specific grants and maintains compliance with certain grant policies; Assists in maintaining up to date departmental policy manuals and files compliance with OSHA, CLIA, and DOH licensing and other State and Federal regulations; Assists in the implementation, monitoring, and evaluation of on-going performance improvement activities; Evaluate factors related to safety, outcomes, effectiveness, cost, and social impact when developing and implementing practice innovations; Coordinates patient education, ensuring materials are approved and appropriately maintained/updated; Develops and maintains the Vaccine Program ensuring proper storage, handling, use, tracking and ordering in compliance with Standards/Plan; Develops and maintains the Medication Plan, ensuring proper storage, handling, use, tracking and ordering in compliance with State laws and regulations. Performs other duties as assigned or required.

**WORK SCHEDULE DEMANDS:** Full-time position; Requires up to one evening per week; Occasional unscheduled overtime.

**SALARY/BENEFITS:** Competitive salary / Excellent benefits. Benefits include sick, vacation, paid holidays, health/dental/vision benefits, pension with employer match, life insurance and long-term disability insurance. Tri-County is an eligible Site for the National Loan Repayment Program.

**APPLICATION PROCESS:** Cover letter and resume due by Friday, July 27, 2018 to [apply@tricountyri.org](mailto:apply@tricountyri.org) or fax to HR at 1-855-372-4016 or mail to: Tri-County Community Action Agency: 1126 Hartford Avenue, Johnston, RI 02919.

**Tri-County Community Action Agency is an Equal Opportunity and Affirmative Action Employer. Tri-County is committed to treating all applicants and employees fairly based on their abilities, achievements, and experience without regard to race, color, national origin, religion, sex, age, disability, veteran status, sexual orientation, gender identity, or any other classification protected by law.**