



Ravenswood Family Health Center

Position Description

Registered Nurse Manager

SUMMARY:

Under general supervision, operating in a multi-disciplinary team environment, the primary function of the Clinical Nurse Manager is to utilize the nursing process to provide direct and indirect support to the nurses in the delivery of patient care. RN Manager supervises licensed and non-licensed clinical staff and may perform various aspects of patient care. RN Manager is responsible for participating in the hiring process, for training and supervision of all nurses in all clinical departments. S/he fills in when other nurses are absent and is a role model for collaborative team care, customer service, and professionalism. S/he performs triage, care coordination, documents and communicates with the clinicians regarding actions taken. RN manager is expected to demonstrate critical thinking skills, leadership and clinical judgment within the boundaries of the Nurse Practice Act. This position is a member of the practice team supporting PCMH standards and practices. RFHC is an Equal Opportunity Employer

Administrative and Leadership duties:

To be conducted in accordance with RFHC Policies and Procedures

- Act as clinical lead for nursing teams in all departments
- Establishes and directs the daily workflow of the nursing staff including Triage, Nurse of the Day (NOD), Care Coordination and Nurse Visit assignments for all clinical nurses.
- Responsible and accountable for directing the functions of the nurse staff in assessing, planning, directing, implementing and evaluating the nursing staff.
- Act as liaison between providers, department managers/ staff and patients.
- Maintain OSHA standards as regulated, monitor and appropriate indicators for quality and continuous improvement, implement new programs. Training and procedures to improve services, operations and efficiency within the clinic and external environment.
- Establish department goals and improvement projects.
- Provide overall direction regarding nursing department priorities and standards based on the California State Nurse Practice Act and evidenced based practice.
- Provide clinical guidance within nursing scope of practice, training and support to nursing staff and non-licenses team members
- May include regular supervision of clinical and support staff which includes performance planning and work flow management
- Participates in measuring metrics for quality improvement and involvement in CQI committee meetings.
- Participates in the quality improvement process as assigned by CQI committee and Chief Medical Officer
- Attends regular meetings, case conferences and management team participation
- Organizes and leads monthly nurse meetings and trainings
- Responsible for the implementation of Nurse Standing Orders, under the approval of medical director.
- Acts as super user for computer applications necessary for documentation, tracking and communication with community partners (EPIC, SMMC EHR)
- Enforces the use of the nursing process (assessment, planning, intervention and evaluation) in patient care and daily activities by all nursing staff.
- Performs monthly chart audits of clinical nursing documentation and provided feedback to nurses to ensure safe nursing practice and that nurses are working within nursing scope of practice.
- Work with clinical mangers to provider competency skill training for nurses and MA's in areas of clinical care, environmental safety, and medical documentation. Performs diagnostic and laboratory tests including but not limited to EKGs, O2 sat, breathing treatments, vision testing, hearing exams, etc.
- Provides direct patient education and may oversee the provision of patient education by RN, LVNs and



MAs.

- Manages the N95 mask fitting process and ensures all staff are fitted every two years per OSHA recommendation.
- Conducts infection control training for all new hires.
- Ensures all nurses are cross trained to work in both Adults and Pediatrics and that they complete certifications as appropriate to their departments.
- Performs independent telephone and face to face triage, co-visits using nursing assessment skills, and protocols.
- Prepares the patient and assists the clinician with exams, co-visits and procedures when needed.
- Documents in paper, electronic record or patient registries according to standards.
- Sets standards of practice for care coordination, including participation in regular work groups with community partners.
- Assures efficient patient flow by ongoing assessment of clinician schedule, and working with other staff to minimize patient waiting time.
- Work with homeless outreach team to set standards of care when working with homeless shelter, street care and mobile van outreach.
- Communicates effectively in a positive manner and collaborates with members of the multidisciplinary team and specifically all departments of RFHC
- Fosters an environment that promotes trust and cooperation among all nurses and staff
- Promotes courteous and professional behavior in all interactions with the public and the staff.
- Responsible for nursing schedules, time off request and time cards.
- Delegates and oversees nurse participation on various committees, projects and meeting as assigned.
- Other duties as assigned and requested.

QUALIFICATIONS

- Experience and confidence in providing direct care for medically complex patients.
- Graduate of an accredited RN program, BSN degree, and minimum 4 yrs of RN experience.
- Supervisory experience strongly preferred.
- Current California RN license and good standing with the Board of Registered Nurses required.
- Current CPR/BLS certification required.
- Bilingual Spanish/English required
- Experience in a community clinic strongly preferred
- Must be able to demonstrate computer proficiency with EHR & Microsoft applications: Word, Excel and Outlook.
- Ability to demonstrate problem solving skills, memorize, retain and recall pertinent skills and information

Qualified applicants should submit their CV to:

resumes@ravenswoodfhc.org or FAX 650.321.8576