



Care Alliance

Job Description

Position: Nurse Manager

EEO Category: Professional

Reports to: Nursing Director

Full/Part Time: Full Time

Location: US – OH – Cleveland

Shift: 7:30AM – 4:30PM

Mission Statement:

Our mission is to provide high-quality, comprehensive medical and dental care, patient advocacy and related services to people who need them most, regardless of their ability to pay. Caregivers demonstrate a high level of empathy, compassion and profound respect while providing excellence of care to our patients. They serve as advocates for all of those in our Northeast Ohio community, especially the most vulnerable.

Job Summary:

The Nurse Manager Director is responsible for direct management of the day-to-day operation of the primary care clinics, School Health Clinics, Outreach Clinics, Nursing Staff, Medical Assistants, performance improvement strategies, all aspects of the delivery of nursing services including staff development and education. The Nurse Manager will be expected to work independently within the scope of nursing practice, as well as frequently communicate with diverse populations, such as clients, staff, volunteers, etc. The Nurse Manager is also responsible for making sure that proper nursing practices are being upheld at Care Alliance. Reports directly to the Nursing Director and works with the Medical Director, Dental Director, other leaders and members of the Executive Team.

Clinical Services Supervision Task Responsibilities:

*Include but are not limited to:

- Oversee day-to-day operation of primary health care clinic, school health and outreach clinics, performance improvements and other clinical programs
- Hire, orient, evaluate and supervise charge nurses, other nursing staff, performance improvement manager, , medical records staff, operations managers and other clinical staff as assigned
- Develops and directs an on-going program of nursing quality assessment and assurance
- Communicates outcomes via the submission of reports to appropriate leaders, both medical and administrative
- Develops and maintains nursing service objectives, standards of practice, nursing policy and procedure manual(s), and job descriptions for each level of nursing, and other personnel as assigned
- Recommends to the Nursing Director the resources needed to carry out nursing service functions, including but not limited to, equipment and supplies and the number and level of nursing personnel to be employed
- Complies with established standards described in facility policies and procedures, code of conduct, corporate compliance plan, employee handbook and other company documents and publications
- Resolves patient needs by utilizing multidisciplinary team strategies

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Nurse Manager

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- Maintains safe and clean working environment by designing and implementing procedures, rules, and regulations; calling for assistance from other health care professionals
- Protects patients and employees by developing and interpreting infection-control policies and protocols; enforcing medication administration, storage procedures, and controlled substance regulations
- Maintains patient confidence and protects operations by monitoring confidential information processing
- Maintains documentation of patient care services by auditing patient and department records
- Achieves financial objectives by preparing an annual budget; scheduling expenditures; analyzing variances; initiating corrective actions.
- Maintain a climate that attracts, keeps and motivates quality employees, clinical interns and volunteers
- Develops and oversees implementation of systems and processes to ensure that all nursing department functions and activities are performed in compliance with established infection control and isolation procedures
- Maintains regular communication with Executive Team regarding unexpected clinical outcomes, undesirable quality trends, and new or unusual problems with staff, residents, physicians or equipment
- Recommends and coordinates the training needs of nursing and other clinical staff by overseeing all aspects of the nursing education program
- Maintain an environment of cooperation and open communication with direct reports
- Work collaboratively with other Care Alliance staff to optimize effectiveness of Center operations
- In conjunction with Medical Director and Nursing Director, work to achieve the goals, objectives and requirements as defined in the BPHC Single Grant Application, the Ryan White Title 3 Grant Application, and other regulatory, grant and legal requirements
- Oversee on-sight pharmaceuticals and supplies inventory
- Oversee and review clinic statistics and audits; complete reports as required
- Collaborate with the Executive Team in the preparation of grant proposals, progress reports, audit requirements and other reports
- Participate in community activities, such as the Public Housing Advisory Board (Stokes and Riverview), Homeless Advisory Board, and NEOCH (Northeast Ohio Coalition for the Homeless) as appropriate and other committees as assigned
- Participate and provide clinical support to External Affairs in community education and outreach activities, such as the Homeless Stand Down, community education classes and health fairs as appropriate and other community initiatives as assigned
- Promotes patient's independence by establishing patient care goals; teaching and counseling patient, friends, and family and reinforcing their understanding of disease, medications, and self-care skills.
- Meet productivity requirements

Clinic Nursing Task Responsibilities:

*Include but are not limited to:

- Work as primary care nurse in 7-8 clinic sessions per week, including providing clinic management for scheduled clinics and coverage for Care Alliance nursing staff as needed
- Triage patients with medical complaints and concerns and refer to provider as appropriate
- Perform intake for patients according to Care Alliance intake procedures
- Perform basic health assessments and screenings
- Perform basic procedures, including venipunctures, injections, EKG's, and assisting with other procedures.
- Maintain accurate health care records
- Work collaboratively with other Care Alliance health professionals to facilitate a team approach to patient management

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Nurse Manager

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- Provide education related to specialized health care needs of individuals who are homeless to service providers with whom Care Alliance works
- Maintain adequate medications and medical supplies
- Facilitates a safe and healthy environment in Care Alliance clinics
- Participate in community outreach, such as immunizations and health education as needed

Minimum Education and Experience:

Required:

- Graduate of an accredited school of nursing and licensure as a Registered Nurse (Other clinical licensure may be considered)
- Current license and in good standing with the State Nursing Board
- Up to date CPR Certificate
- Bachelor of Nursing (BSN) required
- Minimum three years' experience in health care supervision and administration with performance improvement activities as a key part of responsibility
- Minimum two years' experience as a provider of clinical services
- Experience in creating and implementing clinical performance improvement strategies
- Experience with accreditation and quality standards for ambulatory care and/or primary care (Joint Commission or AAA)
- Familiarity with health issues including, but not limited to chronic illnesses, such as diabetes, hypertension and asthma, communicable diseases, HIV/AIDS, substance abuse, and mental illness.
- Valid drivers license, insurance, and transportation

Preferred:

- Primary care, chronic care, outpatient, community health and/or psychiatric nursing background as a provider of clinical services preferred
- Experience working with individuals who are homeless or living in public housing preferred
- Working knowledge of a second language (preference towards Spanish)

Technology Requirements:

- Experience with electronic scheduling and medical records
- Strong computer skills (ability to analyze and aggregate data)

Physical Requirements:

The physical demands and work environment characteristics 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.

- Manual dexterity to operate medical equipment
- Employees will also be required to stand, walk, or sit for extended periods of time
- May exert up to 20 pounds of force occasionally to properly handle medical equipment
- Specific vision abilities required by the job include close vision, distance vision, color vision, peripheral vision, depth perception, and the ability to adjust focus
- May be exposed to hazardous conditions

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Nurse Manager Skills, not limited to :

Judgment, Supervision, Informing Others, Nursing Skills, Creating a Safe, Effective Environment, Ambulatory Environment, Medical Teamwork, Listening, Pain Management, Administering Medication, Adult Health and Children Health

Care Alliance Locations:

Care Alliance Health Center
St. Clair Clinic
1530 St. Clair Avenue
Cleveland, Ohio 44114

Riverview Clinic
Riverview Estates
1795 West 25th Street
Cleveland, Ohio 44113

Stokes Clinic
Carl B. Stoke Social Service Mall
6001 Woodland Avenue
Cleveland, Ohio 44104

Central Neighborhood Clinic
2916 Central Avenue
Cleveland , Ohio 44115

Equal Employment Opportunity

It is the policy of the Care Alliance Health Center to ensure equal employment opportunity in accordance with the Ohio Revised Code 125.111 and all applicable federal regulations and guidelines. Employment discrimination against employees and applicants due to race, color, religion, sex (including sexual harassment), national origin, disability, age (40 years or more), military status or veteran status is illegal.

General Sign Off: The employee is expected to adhere to all company policies and to act as a role model in the adherence to policies.

By signing this document, I acknowledge that I have read and understand this explanation and job description.

Employee Signature

Date

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Updated 6/20/18

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Care Alliance Health Center

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