



# Northeast Valley Health Corporation

a californiahealth<sup>+</sup> center

## *Human Resources Memorandum*

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The Northeast Valley Health Corporation is currently seeking qualified applicants for the position of:

### **Director of Nursing Services**

- 1 Regular Fulltime Position - 100% – Corporate Office – Work schedule TBD may include Saturdays (11/05/14)

#### **Definition:**

The Director of Nursing (DON) Services, in collaboration with the Chief Operating Officer (COO), Chief Medical Officer (CMO), Director of QI/Health Education and Director of Health Care Operations (DHCO) and by serving as a member of the Clinical Management Team, is responsible for the delivery of quality and safe team based patient centered care provided by the nursing and clinical support staff of NEVHC. The DON will assist with the management and implementation of clinical operations; will be responsible for the technical/clinical supervision of all NEVHC nursing and clinical support staff, the development of nursing policies and procedures and ongoing training of the nursing and clinical support personnel. The position seeks to promote, facilitate, coordinate, monitor and assist all activities of the nursing services throughout the corporation. The DON will maintain compliance with all applicable standards and regulations and plays a key role in preparing nursing and clinical support staff for Joint Commission accreditation and survey.

**Supervises directly:** Clinical Support Team Educator, Medical Assistant II/Lab Services, Laboratory Operations Manager, and Registered Nursing Supervisors

**Supervises Indirectly (or in conjunction with Clinic Administrator):** All licensed nursing staff at health center locations performing patient care services

#### **Qualifications:**

1. Must be a graduate of an accredited school of nursing with a valid, current CA Registered Nurse license to practice.
2. Must maintain a current Cardio-Pulmonary Resuscitation certification, in compliance with corporate CPR Policy.
3. Must have a Bachelor's degree with a minimum of two years clinical nursing experience. Master's degree a plus.
4. A minimum of five (5) years of administrative experience is required.
5. A working knowledge of ambulatory care nursing.
6. The MIS Patient Information System access level is 5.

**Qualified applicants should fax/send completed applications/resumes to:**

**Human Resources Department  
NORTHEAST VALLEY HEALTH CORPORATION  
1172 North Maclay Avenue  
San Fernando, CA 91340  
FAX (818) 898-3425  
[www.nevhc.org](http://www.nevhc.org)**

**Reports to:** Chief Operations Officer for Administrative/Operational and Day to Day  
Chief Medical Officer for Clinical/Technical

**Responsibilities:**

1. Investigates and resolves complaints related to nursing and clinical support services. Clarifies nursing and support staff scope of practice issues.
2. Serves as a resource for staff in identifying and resolving nursing care problems.
3. In consultation with the CMO, COO, DHCO, Director of QI/HE and Clinic Administrators, assists in the preparation of the annual clinical budget proposal for the clinical departments.
4. Assists in recruiting efforts to ensure appropriate nursing personnel coverage for all clinics at all times. This function is primarily coordinated by the Clinic Administrators and Nursing Supervisors.
5. Communicates, interprets and assists with the training and implementation of clinic department policies and procedures and monitors for compliance.
6. Functions as liaison between the clinic and other departments for the coordination of nursing services and other clinical activities and/or programs.
7. With COO, Director of Healthcare Operations (DHCO) and Director of Quality Improvement and Health Education, plans, implements and evaluates a clinic orientation program for newly assigned clinic personnel and clinic support staff.
8. Ensures clinical staff competence to perform nursing and medical support duties. Assists in identifying clinic personnel's professional development needs and provides learning opportunities & skills enhancement to meet those needs.
9. Participates in and supports educational programs for students, interns, externs, etc.
10. In conjunction with the CMO, and Risk Manager, reviews and processes incident reports related to nursing services and evaluates any incidents or issues which may put the organization at risk.
11. In conjunction with COO, Director of Quality Improvement and Health Education, DHCO and Clinic administrators, assures compliance with all regulatory and programmatic requirements.
12. In collaboration with the Director of Quality Improvement and Health Education, assures compliance with and staff competency in delivery and management of immunizations at the health centers by nursing/support staff.
13. In collaboration with the Director of Pharmacy, ensures staff compliance with State Board of Pharmacy regulations regarding medication management as it pertains to in clinic nursing pharmacy and medication activities.
14. Works with COO, CMO, Director of Quality Improvement and Health Education and others on quality improvement efforts especially around improving care delivery and the patient experience. Engages clinical teams to participate in and support QI efforts.
15. Collaborates with Director of Quality Improvement and Health Education to achieve an effective patient case management/care coordination system to manage and reduce the following: ER visits, hospital admissions & re-admissions.
16. Oversees administration of lab operations at all health center sites.

17. Drives team based care concepts Primary Care Medical Home (PCMH) with clinical. Works with DHCO, Director of Quality Improvement and Health Education and Workflow Coordinator to clearly define and strengthen team roles around team based care to improve patient cycle time, patient & staff experience, and patient access to care.
18. Coordinates and oversees the NEVHC Infection control program-chairs meetings, reviews infection control practices , updates/revises policies and procedures, chairs Infection control meeting and participates in other committees as necessary to represent infection control and/or nursing (i.e. Environment of Care).
19. Supervises (either directly or indirectly) staff performing specialty care referral functions-opening/, closing referrals, tracking (with appropriate documentation), and timely follow up of all referrals in/out of NEVHC. Assures compliance with referral processing timelines of managed care plans
20. Performs supervisory duties including:
  - a. Assigning and reviewing work for accuracy, completeness, service standards and compliance with program requirements
  - b. Providing training and guidance to less skilled/experienced staff
  - c. Managing performance and conducting performance reviews
  - d. Recommending disciplinary action as required
  - e. Approving absences of direct reports
  - f. Encourages further education, participation in seminars and provides learning opportunities within the department
21. Develops and maintains nursing and management skills through seminars, workshops or other forms of training/education; complies with all mandatory training requirements.
22. Participates as a member of NEVHC's management team; promotes the Clinic's goals and philosophies to staff; participates in committees; and actively cooperates with others in support of the Clinic's goals.
23. Develops and maintains a working knowledge of NEVHC's policies and procedures; interprets policies and procedures for others.
24. Researches, gathers and analyzes data and prepares reports for review and action by managers.
26. Participates in and complies with all NEVHC mandatory trainings including the following:
  - a. Infection Control Program
  - b. Environment of Care Management Plans and Emergency Management Program; and participates in emergency response activities as directed
  - c. Corporate Compliance Program
  - d. Code of Conduct
  - e. Risk Management & Compliance
25. Participates in hazardous waste and infection control assignments as required which may include being designated as an emergency responder to a hazardous substance release or spill; performing infection control data collection, evaluation, reporting and follow-up in accordance with clinical health services policy and procedures.
26. Utilize the CARE Communication model to provide impressive service
  - a. Connect with our patients and their families
  - b. Appreciate what our patients and families say and acknowledge their situation
  - c. Respond in ways that would be helpful to the patient and their family
  - d. Empower patients and families to have confidence in their ability to contribute to their health and healthcare.
  - e. Apply the same principles to internal and external customers.
  - f. Support the NEVHC Guiding Principles.

27. **SAFETY:** Participates in all safety programs which may include assignment to an emergency response team. Ensures clinical staff perform required code blue drills at all health center sites.
28. If in a supervisory or managerial role, handles Human Resources issues.
29. It is the responsibility of every employee to understand how the Joint Commission's National Patient Safety Goals relate to their job duties at NEVHC. It is the responsibility of every employee to report any patient safety concerns to their immediate supervisor without fear of reprisal.
30. Must demonstrate the knowledge and skills necessary to provide care for the specific population(s) served. (Refer to HR Policy # 149)

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### **SECONDARY DUTIES**

31. Performs any or all of the duties of Nurse Educator, Lab Quality Assurance Medical Assistant, staff Registered Nurse Supervisor in the event of absences or heavy workloads.
32. Performs related duties as required.

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### **SUPERVISORY RESPONSIBILITY**

The employee directly supervises 5 to 7 employees.

The employee has managerial (clinical) responsibility for 30 to 40 employees, through other managers and/or supervisors.

*Northeast Valley Health Corporation provides equal employment opportunities (EEO) to all employees and applicants for employment without regard to race, color, religion, gender, sexual orientation, gender identity or expression, national origin, age, disability, genetic information, marital status, amnesty, or status as a covered veteran in accordance with applicable federal, state and local laws. Northeast Valley Health Corporation complies with applicable state and local laws governing non-discrimination in employment in every location in which the company has facilities.*