

MISSION CITY COMMUNITY NETWORK - JOB DESCRIPTION



Mission City
Community
Network, Inc.
"A Community Health Network"

Job Title: Director of Nursing (DON)
Location: North Hills/Parthenia

Reports to: President and CEO

General Summary: The Director of Nursing is responsible for the leadership, promotion, & development of clinically excellent practices, nursing leadership strategy, performance improvement methodology, integration and adoption of evidence based practices, ensuring patient care services are in compliance with Federal and State regulatory standards. He/she will be accountable for the development of staff leadership skills related to clinical excellence and innovation. Collaborates with other departments, medical professionals, consultants, and organizations including government agencies and advocacy groups to develop and support the mission, vision and values of the organization.

I. Minimum Qualifications:

A. Education, Training, and Experience:

1. Bachelor of Science in Nursing (BSN) Master's Degree in Business Administration, Health Care Management, or A related field preferred.
2. At least 3-5 years of leadership and clinical nursing experience in a high volume primary health care facility.
3. Knowledge of Federally Qualified Health Centers preferred.
4. Current CA RN License.
5. Graduation from an accredited school of Nursing.
6. Current CPR certification and BCLS certificate in good standing.
7. Knowledge of computer systems, applications and standard computer equipment.
8. Willing and able to work a varied and flexible schedule to accommodate the needs of MCCN and its patients.
9. Sensitivity to the needs of culturally and linguistically diverse patient and employee population.
10. Must be able to accept travel assignments to various sites as required. Valid CA Driver's license and valid liability insurance required.

II. Duties and Responsibilities:

A. Clinic Operations:

1. Monitor and provide oversight to Clinic scheduling.
2. Responsible for the operation of clinical functions, management of the medical support staff, LVN(s), RN(s), ensuring smooth, effective patient flow, productivity of users and encounters.
3. Provide management level services and supervision to personnel proactively developing positive employee relations, teamwork, mutual respect and effective communication.
4. Ensure adequate supplies are ordered on a timely basis for smooth patient flow.

5. Prepare special reports as requested by the Chief Operations Officer.
6. Participate as a member of the management team in the overall management of the health center sites.
7. Addresses all patient complaints.
8. Oversees recruiting, interviewing, hiring, and disciplinary process for clinic staff in conjunction with HR policies and procedures.
9. Manage risks by ensuring that all services provided meet quality standards and meet all internal and external regulations /guidelines.
10. Ensure that personnel appropriately and professionally perform the duties and meet the qualifications of their position.
11. Promotes customer service and responds to and adequately resolves concerns or grievances from patients regarding services provided at the organization.
12. Create and update Clinical Policy and Procedure Manuals, Protocols and Workflows.

B. Administrative:

1. Ensure the clinic sites and medical records are always prepared for audits.
2. Develops strategic plans to stimulate and sustain growth and productivity
3. Maintains HIPPA and OSHA compliance at all times.
4. Increase enrollments and renewal assistance into health insurance programs.
5. Train staff in cultural sensitivity and customer service protocols.
6. Assist with establishing and monitoring operational program goals and objectives.
7. Coordinate with administration regarding program needs, including but not limited to opening new clinic sites based on the strategic plan for growth.
8. Collaborate and coordinate solutions to any clinical issues with the President and CEO and Medical Director.
9. Ensure clinic is in compliance with all requirements, licenses and certifications (including but not limited to, FTCA, CLIA, HIPAA, OSHA, etc.).
10. Establishes implements and monitors the infection control program designed to provide a safe, sanitary and healthy environment.
11. Perform other duties as assigned.

III. Internal and External Communications:

A. Internal:

1. Interacts with staff in a professional and appropriate manner.
2. Conducts job-related situations in a professional manner, observing confidentiality as necessary.

B. External:

1. Interacts with outside agencies and professionals in an appropriate manner.

IV. Working Conditions:

A. Environment:

1. Maintains a physically safe and clean environment for employees and patients.
2. Reports unsafe conditions to supervisor. Corrects unsafe conditions when they have been communicated.
3. Provides in-house training regarding safety and other job-related issues.

B. Physical Demands:

1. STANDING/WALKING: Workday consists of stand/walking on tile and cement floors while performing supervisory duties.
2. SITTING: Workday may be spent sitting answering the telephone, calling out prescriptions and referrals.
3. LIFTING: Lifting may include up to 25 lbs. in moving equipment or assisting disabled patients. Day involves lifting requiring a full range of motion.
4. CARRYING: Day may include carrying objects weighing up to 25 lbs., this may include carrying charts and equipment.
5. PUSHING/PULLING: Day may require pushing or pulling equipment, drawers, carts and exam table stirrups.
6. CLIMBING: Day may include climbing one flight of stairs.
7. BALANCING: Time may be required to use a footstool in retrieving supplies.
8. STOOPING/KNEELING: Part of workday is spent stooping or kneeling to open drawers and gathering equipment.
9. BENDING: Part of workday may be spent in bending at the waist picking up charts and assisting the clinician with procedures.
10. CROUCHING/CRAWLING: None required.
11. REACHING/STRETCHING: Part of time may require reaching or stretching to retrieve equipment or medications on shelves.
12. HANDLING: Hand and wrist movement is required part of the workday in holding charts and supplies.
13. FEELING: Normal tactile feeling is required to perform all job duties.
14. THROWING: none required.
15. TWISTING: Part of the day may be required in retrieving supplies or equipment.
16. TALKING: Average ability and fluency in English is required in communicating with patients, staff, and outside agencies, such as pharmacies and physicians' offices.
17. HEARING: Average ability is required in answering the telephone and performing all job duties.
18. SEEING: Average ability is required to read and follow instructions and assisting patients.

V. Fiscal Responsibilities:

A. General:

1. Responsible for recognizing fiscal status of the clinic and making sure supervisor is aware of status.
2. Facilitates cost containment by efficient use of time, resources, equipment, supplies, etc.
3. Maintains documentation and records of payments, refunds, etc.
4. Routes revenues to appropriate person at clinic at appropriate time.
5. Maintains revenues under protected conditions at all times.

EMPLOYEE ACKNOWLEDGMENT:

I have read my job description and understand its contents. I agree to perform the duties and responsibilities to the best of my ability. If at any time I have questions about its contents, I will discuss with my supervisor any clarification. I have received a copy of this job description and understand that it will be used to evaluate my performance both on an ongoing basis and at regular intervals.

Employee Name (Print)

Signature

Date