SUMMARY:
The Community Nurse Manager also known as the Parish Nurse Manager is responsible for the day-to-day operations of QueensCare Health and Faith Partnership (QHFP) Program community healthcare service delivery. He/she will be responsible for identifying, maintaining, and assessing community partnership opportunities to promote and provide health care services to low-income and uninsured individuals and families. The Community Nurse Manager will report to the Director of Operations and assist in administrative and clinical supervision.

ESSENTIAL JOB DUTIES AND RESPONSIBILITIES:

1) Supports and implements the organization’s vision, mission and values.
2) Determines priorities and method of completing daily workload to ensure that all responsibilities are carried out in a timely manner.
3) Performs all job functions in a professional and courteous manner. This includes answering all general phone calls timely and providing excellent customer service to internal and external customers.
4) Supervises personnel to include screening, interviewing, hiring, disciplining and terminating. Guides, directs, disciplines, coaches and motivates staff regarding work performance, problem solving, and decision making to ensure staff meet work standards. Conducts all aspects of supervision in a professional, consistent and objective manner.
5) Completes annual performance reviews on or before the due date(s).
6) Performs job duties independently and exercise good judgment.
7) Fosters and promotes a culture of service excellence and accountability.
8) Maintains nursing guidelines by writing and updating policies and procedures.
9) Responsible for creating an environment of patient-focused care, defining standards for quality patient care, managing and developing work-based teams for assigned shifts, training new staff and providing leadership to the community nurses/parish nurses, and community health workers.
10) Oversees the Non-Diagnostic License which includes, but not limited to, ensuring community health nurses are competent on blood sugar and cholesterol screenings, update policies on screenings as needed, test community health nurses on screening as provided by the American Profeciency Institute, etc.
11) Defines, assesses, and understands the health status of population in the community, determinants of health and illness, factors contributing to health promotion and disease prevention, and factors influencing the use of health services.
12) Protects patients and staff by developing and interpreting infection-control policies and protocols; enforcing medication administration, storage procedures, and controlled substance regulations.
13) Maintains documentation of patient care services by auditing patient and department records.
14) Achieves financial objectives by preparing an annual budget; scheduling expenditures; analyzing variances; initiating corrective actions.

15) Maintains nursing and office supplies inventory by studying usage reports; identifying trends; anticipating needed supplies; approving requisitions and cost allocations.

16) Maintains patient confidence and protects operations by monitoring confidential information processing.

17) Demonstrates knowledge and experience in working with faith-based organizations, and other community-based organizations. This knowledge includes, but not limited to the development of health cabinets, and ability to coordinate and network with health providers in the community.

18) Demonstrates leadership ability in planning, implementing and evaluating program activities.

19) Reviews monthly statistical reports, health cabinet reports, and all other documentation from the community health nurses/parish nurses and community health workers.

20) Determines priorities and method of completing daily workload to insure that all responsibilities are carried out in a timely manner.

21) Performs job duties independently and exercises good judgment.

22) Interacts and collaborates effectively with persons from different background, socioeconomic status, educational decree, religious beliefs, professional experience, ages, and lifestyle.

23) Problem solves all client-related concerns, and documents the resolution.

24) Maintains a cooperative relationship among health care teams by communicating effectively; responding to requests; building rapport; participating in team problem-solving methods, etc.

25) Oversees planning and coordination, not limited to scheduling and staffing for community health events.

26) Readily adapts to changes in information technology applications/systems related to job. Contributes to improving the electronic media systems used within the department.

27) Uses discretion and judgment when handling sensitive or confidential information.

28) Complies with organizational policies and procedures.

29) Perform all other duties as assigned.

QUALIFICATIONS:
To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

EDUCATION/EXPERIENCE:
- Bachelor’s Degree in Nursing required. Graduate level degree in Nursing, Public Health, or related field preferred. Registered Nurse currently licensed in California.
- Minimum of 4 years of experience as a registered nurse with at least 1 year of supervisory experience.
- Experience working with adults, children, and families from diverse social, cultural, educational and economic backgrounds.
- Experience working with faith communities and demonstrates spiritual maturity.

LANGUAGE SKILLS:
Ability to read and interpret documents, such as policies and procedures, benefits information, benefit surveys, board minutes, routine mail, simple contracts, and procedure manuals. Ability to compose routine reports and correspondence. Ability to speak effectively with employees, visitors and management.

MATHEMATICAL SKILLS:
Ability to calculate figures and amounts such as discounts, interest, commissions, proportions, percentages, and the ability to apply concepts of basic algebra and geometry.
REASONING ABILITY:
Ability to exercise common sense in carrying out instructions furnished in written, oral, or diagram form and in other daily situations that arise. Ability to deal with crisis problem solving in new situations. Ability to deal with problems involving several concrete variables in standardized situations. Ability to make decision and execute timely to produce a positive outcome.

OTHER SKILLS AND ABILITIES:
1. Demonstrates ability and flexibility to work in other areas of the organization as needed.
2. Demonstrate required knowledge, skills, and education for job functions.
3. Provide community outreach to the underserved population in Los Angeles County.
4. Provide advocacy, brokering, and linkages to remove barriers in treatment.
5. Work collaboratively with QueensCare Health Centers, Mental Health program staff, Mobile program staff, school visits, home visits, and other community agencies in Los Angeles County.
6. Proficiency with computer applications such as: Microsoft Excel, Word, PowerPoint, EHR.
7. Ability to work effectively as part of a team.
8. Strong faith commitment and experience working with faith communities.
9. Ability to organize and prioritize work with minimum supervision.
10. Valid California driver’s license with current automobile insurance.

PHYSICAL DEMANDS:
The physical demands 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.

While performing the duties of this job, the employee is regularly required to use hands to finger, handle or feel and reach with hands and arms. The employee frequently is required to stand, walk, and sit. The employee is occasionally required to climb or balance, stoop, kneel, crouch or sit. The employee must frequently lift and/or move up to 10 pounds and occasionally lift and/or move up to 30 pounds. The employee is occasionally required to ascend and descend one flight of stairs. Specific vision abilities required by the job include close vision, color vision, and ability to adjust focus.

WORK ENVIRONMENT:
The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

The noise level in the work environment is often low. However, there are many times when there is a high ambient background noise of phones and multiple conversations. Must be able to screen out the background noise to concentrate on the work at hand.

I have read and understand the above job description.

_______________________________________________________ ____________________________
Employee Name (Please print)     Date

_______________________________________________________
Employee Signature