

SHALOM HEALTH CARE CENTER, INC
JOB DESCRIPTION

Position Title: Nurse Manager
Date: 3/13/2009
Reports To: Medical Director
Status: Full Time, 40.0 Hours per week
Classification: Exempt

Position Purpose: Coordinates and manages Primary Care Clinic front office and Medical Assistant activities in a manner that ensures smooth patient flow and clinic operations.

Essential Duties:

1. Supervise Medical Assistants and Front Office Staff.
2. Triage client's telephone calls to:
 - a. Assess a client's health needs, scheduling office visits as appropriate.
 - b. Handle prescription refill requests per clinic protocols.
 - c. Provide nursing care and/or refer to an appropriate health care provider.
 - d. Ensure voice mail messages are responded to within four work hours.
3. Coordinate and manage immunizations:
 - a. Maintain inventory and record keeping for vaccines.
 - b. Maintain or supervise the maintenance of immunization tracking.
 - c. Update the staff regarding new immunizations or changes in immunization recommendations.
 - d. Develop capability of identifying immunizations needed and a process to notify parents or patients as appropriate.
 - e. Coordinate transfer of vaccines between Shalom's service locations.
 - f. Prepare VFC and non-VFC vaccine orders.
4. Coordinate and manage medications and supplies inventories:
 - a. Develop inventory tracking process to ensure adequate medications, medical and office supplies are on hand, with minimum inventory levels set that will trigger reorders.
 - b. Educate staff regarding tracking and order processes.
 - c. Ensure medications and vaccines are stored in a manner that meets pertinent state and federal regulations.
 - d. Assist in maintenance of the indigent medication programs.
 - e. Update staff with new information regarding medications or medical supplies.
5. Provide health teaching and counseling to clients and their families.
6. Provide direct nursing care to clients.
 - a. Perform assessments.
 - b. Perform nursing procedures independently.
 - c. Assist with procedures.

Secondary Duties:

1. Serve as back up for Medical Assistants and Front Office Staff to cover vacation and sick leave absences.
2. Assist with special projects or other duties as directed by Executive Director, Medical Director or CFO.

SHALOM HEALTH CARE CENTER, INC
JOB DESCRIPTION

Position Title: Nurse Manager

EMPLOYMENT STANDARDS

Education & Qualifications:

- Bachelors Degree in Nursing from an accredited School of Nursing.
- Current and valid RN license in Indiana.
- 1-3 years experience in ambulatory care.
- Able to provide health care in a sensitive, nonjudgmental manner to persons of all economic levels and cultural backgrounds.
- Capable of independent nursing assessment decisions and nursing management in a primary care setting.
- CPR trained with current certification.
- Bilingual – English/Spanish.
- Computer literate.
- Excellent interpersonal skills.

Knowledge of:

- Medical office practices, procedures and equipment.
- Correct English/Spanish usage, spelling and grammar.

Responsibility, Skills, and Difficulty of Work:

- Assists with recognizing the needs and concerns of people within their cultural framework.
- Examines and verifies financial documents and reports.
- Ability to work independently from general instructions.
- Communicates clearly and concisely both orally and in writing.
- Recognizes and maintains confidentiality of work materials.
- Interprets Shalom's services and policies to patients and families
- Works independently in the absence of supervision
- Self-motivated and flexible to daily patient schedule and/or clinic needs
- Deals with public and staff, both in person and over the telephone, in tactful and professional manner.
- Understands Shalom's relationship with the community and maintains positive image and relationships.

Personal Work Relationships:

- Embraces Shalom's mission.
- Exhibits positive attitude toward Shalom, its patients and staff.
- Promotes professionalism and teamwork.
- Works daily with staff and public for the purpose of giving and receiving factual information.
- Follows Shalom policies and procedures.
- Maintains strict confidentiality of patient information.
- Plans own work so that is accomplished in the time allocated.
- Willing to ask for assistance when necessary.
- Functions as patient advocate and communicates warmth and understanding to Shalom's patients and their families.
- Accepts and institutes change(s).
- Flexibility and adaptability is required.
- Communicates well with all Shalom employees.

Physical Demands and Work Environment:

- Works under pressure of patients and clinic staff needing assistance to meet deadlines.
- Work is performed indoors in a normal office environment.
- Requires awareness of personal limitations and flexibility.
- May require prolonged standing or sitting.
- Requires normal hand-eye coordination and dexterity.
- Requires normal vision.

SHALOM HEALTH CARE CENTER, INC
JOB DESCRIPTION

Position Title: **Nurse Manager**

- Requires the ability to distinguish letter, numbers or symbols.
- May require lifting up to 20 pounds frequently and 50 pounds infrequently.
- May include some exposure to hazardous materials.

This job specification should not be construed to imply that these requirements are the exclusive standards of the position. Incumbents may be required to follow any other instructions, and to perform any other related duties, as may be required.

I have read and understand my Job Description and agree to fulfill these and other duties as assigned and within my qualifications. I understand that this same Job Description will be used in evaluating my performance. Regardless of my specifically assigned duties, I realize that it is my responsibility as an employee of Shalom Health Care Center to do every thing in my power to meet the needs of our patients, their families, visitors, and our physicians. Also, I acknowledge a responsibility to actively participate in continuing education for myself and educating and orienting new employees.

Employee Signature: _____ Date: _____