**Responsible To:** Chief Executive Officer

**FLSA Status:** Exempt

**Purpose of the Position**: The CNO contributes to fulfilling the organization’s mission and strategic initiatives by providing leadership, oversight, evaluation, and direction of all nursing functions and activities. Ensures adherence to safety policies/practices and the highest degree of quality patient care. Collaborates with leadership, clinicians, management staff, outside organizations including hospitals and others to provide innovative approaches to care, as well as continuity of care and comprehensive services.

**Essential Duties**:

1. Effectively manages staffing levels at all sites, including development and deployment of strategies in emergency cases.
2. Actively participates in training of nursing and medical assistant staff to maintain compliance with facility and state standards as well as designs and implements professional development plans/programs.
3. Responsible for the management and supervision of nursing staff, Clinical Applications Specialist (EHR), and care management.
4. Works collaboratively with the CFO to prepare an annual department budgets and allocates resources to carry out programs and activities of the departments within areas of responsibility.
5. Serves on the Leadership Team, Quality Management Committee, and other committees, task forces, and projects as appropriate.
6. Responsible for administration and monitoring of standards, policies, and procedures for areas of responsibility.
7. Directs the creation, implementation, and evaluation of medical support systems and procedures.
8. Implements new programming related to improved clinical care and enhanced health outcomes and ensures smooth follow through in coordination with all team members.
9. Reviews, analyzes, and evaluates monthly financial and statistical information and productivity reports with Director of Nursing and Clinic Coordinators and makes necessary adjustments as appropriate.
10. Manages clinical services with outside agencies and individuals appropriately and effectively.
11. Establishes and monitors performance metrics.
12. Works collaboratively to monitor and improve processes and outcomes of care and improve efficiency of the clinic staff.
13. Leads the organization in the pursuit of PCMH Recognition.
14. Maintains continuing quality assessment and improvement analysis and evaluation of patient care delivery and communicates with Leadership Team on the activities/issues of nursing and patient care services.
15. Works collaboratively with the Medical Director and Dental Director in monitoring the clinical performance of the EHR and EDR.

**Required Qualifications:**

* Bachelor’s Degree in Nursing, Healthcare Management, or related field and five years of appropriate experience.
* [State] RN license.
* Strong commitment to [CHC] mission.
* Proven leadership skills, including ability to effectively influence, motivate, and lead a group of nursing professionals.
* Strong communication skills, including verbal, written, listening, and presenting.
* Solid understanding of clinical terminology and medical equipment.
* Ability to assess, analyze, problem solve, and resolve conflict.
* Ability to work independently, delegate responsibility, and make sound decisions.
* Articulates organizational vision and implements organizational strategic initiatives.
* Works independently and is self-directed.
* Represents the organization in a professional and effective manner to the community.
* Exercises sound judgment, tact and diplomacy.
* Proficiency in the use of Microsoft Office applications: Word, Excel, Outlook, and PowerPoint.

**Preferred Qualifications:**

* MSN
* Direct experience in Community Health Centers and/or working with underserved populations
* Participation/leadership in professional associations or groups

**Physical Requirements:**

* Must be able to lift up to 25 lbs.
* Continuous standing, walking, stooping, bending, kneeling.
* Normal manual dexterity.
* Correctable vision and hearing.
* Must be able to read, write and speak clearly.
* Must have proficient keyboarding skills.