**Supervision Exercised:** Medical Assistants

**Supervision Received:** Director of Nursing

**General Summary of Duties:**

Support mission and goal achievement, organizational quality and patient-centered care. Incorporate core organizational values of quality, respect, integrity, partnership and compassion in all activities and decisions. Comply with organizational policies, procedures, standards of care and related laws and regulations including HIPAA and OSHA regulations. Protect the dignity, privacy and confidentiality of patients and their families, as well as co-workers and others.

* **Lead Nurse:** Assure the smooth flow of patient’s during their clinic visit while supporting, mentoring and mobilizing the team to engage in their assigned work through implementation of team building, performance coaching, and problem-solving strategies.
* **Exceptional Needs Case Management**: Improve the management and stability of medically complex patients with multiple co-morbidities resulting in reduced ER visits, hospitalizations, treatment-related complications and improved patient quality of life. Increase provider/staff satisfaction by providing care based on planned interactions to support evidence-based care, regular follow-up by the care team and the provision of culturally respectful care the patient understands.

**Essential Responsibilities:**

**Lead Nurse:**

1. Coordinate daily staffing schedules for the clinic site to ensure staffing adequate to support scheduled clinical activities and benchmark achievement;
2. Ensure team member compliance with clinic policy and procedure including OSHA and HIPAA regulations;
3. Ensure that team understands and demonstrates the skills necessary to complete assigned tasks;
4. Ensure chart preparation, patient intake interviews, and follow-up according to established procedure;
5. Promote team work, open communication and respectful conflict resolution between front and back office staff through role modeling, staff education and regular staff meetings;
6. Act as liaison between front office and back office staff;
7. Identify and assist in resolving operational and personnel issues;
8. Guide team through the problem-solving and decision making process;
9. Advocate for the team needs and direct concerns where appropriate;
10. Assist in interviewing, hiring, orienting, and training new team MA’s;
11. Assist and support in planning and implementation of shared medical visits;
12. Serve as a resource to staff, patients and other external customers;
13. In coordination with the Director of Nursing; respond to requests for time off;
14. Complete development reviews, and schedule quarterly check-ins, for assigned MA’s;
15. Assist in maintaining properly operating equipment and instruments and contacting appropriate personnel for repairs;
16. Assess current and future needs for medical equipment and instruments;
17. Propose, recommend, and/or develop new or revised procedures;
18. Coach, mentor and support Team Leads in preparation for the expanded role of Lead Nurses;
19. Maintain accurate and legible records of interventions with staff;
20. Perform related duties necessary to ensure quality patient care and provider productivity.

**Case Manager:**

1. Coordinate the care essential to the assessment, promotion, maintenance and restoration of health and wellness for patients with exceptional care needs, defined as patients with two or more of the following diagnosis:  Chronic disease, substance abuse, DSM III or chronic pain, all insulin dependent diabetics and patients who require care management between multiple care management team members;
2. Screen and enroll patients in the Exceptional Needs Case Management Program, ensure appropriate documentation and tracking of patient goals and outcomes;
3. Promote patient engagement and behavioral change through patient education, planned, regular interactions with caregivers ;
4. Plan with the patient, family, and care team for care that is feasible and within the physical, financial and emotional resources of the individual;
5. Develop, implement, evaluate and communicate to the patient/family and care team members plans for managing the patient’s care needs;
6. Facilitate referrals to specialist and community resources needed to manage the patient’s care;
7. Facilitate communication between patients and their care team including community stakeholders when indicated;
8. Coordinate responses to patient needs and suggest solutions to patient care problems;
9. Interpret to the patient and family diagnoses and treatment plans at the request of the patient’s Primary Care Provider;
10. Teach basic principles and assist patients in managing their chronic diseases through setting self-management goals;
11. Provide or assist patients to secure disease specific education as indicated;
12. Prepare patient for examination consistent with the purpose of the appointment;
13. Respond to phone calls from patients, triage requests and respond according to need; and
14. Maintain accurate and legible records of interventions;
15. Perform related duties necessary to ensure quality patient care and provider productivity.

**Education:** ADN from an accredited school of nursing. BSN preferred.

**Licenses/Certifications:** Current [State] license to practice as a Registered Nurse; Current Basic Life Support Certification.

**Experience:** Minimum three years nursing experience; Program management and supervisory experience desirable; Experience in a primary care setting preferred.

**Knowledge and Skills:**

1. Knowledge of and ability to apply nursing principles and practices;
2. Demonstrated teaching ability and experience;
3. Skill in identifying problems, researching and recommending resolutions;
4. Skill in developing and maintaining department quality assurance.
5. Skill in exercising high degree of initiative, judgment, discretion and decision-making.

**Qualifications:**

* Non-judgmental attitude;
* Ability to communicate clearly and respectfully;
* Ability to work as a member of a team;
* Ability to plan, organize, prioritize and direct the work of others;
* Ability to perform routine laboratory procedures as needed;
* Ability to exercise independent judgment;
* Ability to handle confidential material;
* Ability to communicate verbally and in writing;
* Demonstrated critical thinking skills;
* Demonstrated supervisory skills;
* Willingness to work a flexible schedule when circumstances necessitate.
* Willingness to accept the philosophy, purpose, and ideals of the organization;
* Computer skills and knowledge of Microsoft Office software.

**Physical Demands/Work Conditions:** Lifting, bending, reaching, pushing, carrying, sitting, vision corrected in normal range, hearing corrected in normal range; Exposure to infectious diseases; potential exposure to physical violence; 100% indoor; Exposure to cold/heat controls, close contact with sick people.

**Machines/Equipment:** Computer, postage machine, fax, copier, calculator; multi-line telephone system