**Reports To:** Clinic Manager

**Job Overview:** Accountable for both provision of quality nursing care and coordination of care for the patient in collaboration with the health care team. Responsible for performing within scope of practice and professional leadership role to promote excellence in patient care and customer service. Provide and perform maternity triage, direct nursing care, patient education, and clinical support to the provider’s practice.

**Essential Functions include but are not limited to:**

1. Perform, monitor and coordinate clinical, safety, and infection control activities to assure standards of care and promote excellence in clinical practice and customer service in collaboration with clinic coordinator and lead physician.
2. Provides direct services to patients including: family planning counseling, immunizations, PPD's, drug administration, venapuncture, specimen collection, UCG pregnancy tests and counseling, MCH related patient education, and other nursing duties as assigned.
3. In collaboration with Integrated MSS/ICM team members perform screening assessment and enrollment into program consistent with MSS/ICM guidelines.
4. Provide clinical patient care and education appropriate to obstetrical practice.
5. Assure accurate and effective point of care testing activities, pharmacy control, patient tracking and maintenance of emergency and clinic supplies occurs.
6. Provide site-specific orientation of new clinical employees including all aspects of clinical activities and services provided in the clinic and identify and provide necessary training to assure competency.
7. Perform initial and ongoing competency measurement of clinical staff, identify need for and provide additional training, mentoring, and coaching to assure standards of care is met and promotes excellence in clinical practice in collaboration with clinic coordinator.
8. Performs clinic visits for PPD’s, UCG’s, Emergency contraception, DepoProvera injections, education, counseling, and other standing orders.
9. Documentation of visits using approved progress notes or SOAP format.
10. Provide specific feedback regarding performance and participate in performance evaluations in collaboration with the clinic coordinator and lead physician.
11. Provide effective and efficient telephone nursing services that include telephone triage, health information, case and disease management, counseling, referral, care coordination with other agencies or providers.
12. Maintain clinical knowledge and expertise in order to provide age-specific and culturally appropriate patient and family teaching, including health and wellness, prevention, family planning, pregnancy, domestic violence, STD, pre-and post-test HIV counseling and chronic disease management.
13. Provide patient care within scope of practice, including services supported by medically approved protocols, with/without provider encounter such as uncomplicated suture removal, dressing changes, medication administration, lab procedures, and pregnancy testing.
14. Perform clinical activities as assigned by a provider including administration of   
    medication not within the practice of Health Care Assistants, including inhalation therapy, oral medications and topical medications.
15. Actively participate in individual and clinic team quality performance improvement projects in collaboration with the clinic coordinator, lead physician and other CHC providers, departments or community agencies.
16. Actively participate in routine staff meetings, in-services, and team building activities.
17. Provide leadership and administrative support for the clinic coordinator in his/her absence and in collaboration with the lead physician.
18. Other duties as assigned.

**Additional Responsibilities:**

1. Promote compliance with OSHA standards for clinical activities.
2. Mentor and coach clinical support personnel in clinical knowledge and skills.
3. Promote atmosphere of patient care and customer service excellence, respecting patient rights, confidentiality, diversity and developmental or age-specific needs.
4. Participate in agency committee and quality improvement activities as requested.

**Qualifications:**

* Education: High school diploma or equivalent. Graduation from accredited school of nursing.
* Certification/Licensure: Current State RN license.
* Experience: One year of recent clinical nursing experience. Two years of experience in nursing, serving pregnant or women and children.

**Skills:**

1. Strong organizational and interpersonal skills.
2. Excellent oral and written communication skills in English.
3. Ability to function independently and also as a team.
4. Ability to identify problems and recommend solutions.
5. Computer skills
6. Excellent Customer Service Skills.

**Preferred:**

1. BSN level of education.
2. Bilingual capacity.
3. Previous supervisory/leadership experience.
4. Experience in a managed care or community health care setting and/or ambulatory care nursing experience.

**Other Requirements:**

1. Maintain current State RN Licensure.
2. Maintain CPR certification.
3. Knowledge of equipment and instruments to administer patient care.
4. Ability to react calmly and effectively in busy or emergency situations.
5. 5. Ability to establish and maintain effective working relationships with providers,   
    management and peers.
6. 6. Requires adherence to all policies, standards and procedures included in the Admin,  
    Clinical and HR Manuals and the agency Code of Conduct.

**Physical Conditions:**

* HEARING: Adequate to perform job duties in person and over the telephone. Able to use stethoscope and respond to verbal questions.
* SPEAKING: Must be able to communicate clearly to patients in person and over the telephone.
* VISION: Visual acuity adequate to perform job duties, including visual examination of patient and reading information from printed sources and computer screens.
* OTHER: Requires frequent lifting and carrying items weighing up to 30 pounds unassisted, including assisting patients when required. Adequate physical ability including sufficient manual dexterity to perform the requisite health care service, including injections, IV starts and phlebotomy. Requires frequent bending, reaching, repetitive hand movements, standing, walking, squatting and sitting, with some heavy lifting, pushing and pulling exerted regularly throughout a regular work shift. Possibility of exposure to communicable diseases and/or bodily fluids