JOB TITLE: Charge Nurse / Supervisor
REPORTS TO: Ambulatory Surgery Center Manager
FLSA STATUS: Exempt
JOB OVERVIEW: Supervising leader and facilitator of day to day operations of the specified area and its staff.

ESSENTIAL FUNCTIONS INCLUDE BUT ARE NOT LIMITED TO:
1. Manages day to day operations in assigned area.
2. Facilitates efficient operations by providing direction, guidance and counseling to staff. Solicits input from physicians and staff.
3. Responsible for assuring customer/patient service needs are met. Monitors patient service feedback and works with physicians and Manager/Director in the resolution of complaints and service issues.
4. Provides contact and follow-up with the staff and physicians (when applicable).
5. Coordinates tasks and assists in the creation of business plan for assigned area in cooperation with Manager, physicians (if applicable) and/or Director.
6. Works with Manager/Director, HR, and physicians (when applicable) on hiring and coaching, development, discipline and firing (when necessary) of staff according to established guidelines.
7. Maintains highest level of confidentiality in regards to internal proprietary information and patient information.
8. Develops strong inter-department teamwork and empowerment to meet the needs of the patients and physicians.
9. Works with Manager / Director to manage appropriate staffing ratios and overtime.
10. Supports and promotes a positive role model and image with vendors, patients, staff, managers and physicians.
11. Follows all required regulatory and legal compliance related to confidentiality, safety, (HIPAA, OSHA, etc)
12. May be responsible for other tasks in assigned area, such as materials coordination, staff training, staffing.

ADDITIONAL RESPONSIBILITIES:
1. Document work processes as required.
2. Acts as liaison for the assigned area or department.
3. Perform other duties as assigned.

QUALIFICATIONS:
Education:
1. High school diploma or equivalent.
2. RN or LPN Degree required.
3. CPR certification for Healthcare Providers.

Experience:
1. Previous experience in assigned area preferred.
2. Leadership experience required.
Skills:
1. Demonstrated supervisory skills, i.e., ability to provide team leadership, to role model professional, customer service behavior, and to build effective work teams required.
2. Effective facilitator.
3. Initiative oriented.
4. Effective listener and communicator. Interfaces well with staff.
5. Ability to problem solve and resolve situations effectively. Both proactive and reactive dependent on the need.
6. Ability to maintain confidentiality of sensitive information.
7. Excellent interpersonal skills including the ability to professionally manage interactions with difficult people and/or difficult situations.
8. Excellent organizational and interpersonal communication skills.
9. Demonstrated ability to manage multiple priorities.
10. Ability to read, analyze and interpret general business periodicals, professional journals, technical procedures, or governmental regulations.

Physical Requirements:
Hearing: Adequate to perform job duties in person and over the telephone.
Speaking: Must be able to communicate clearly to patients in person and over the telephone.
Vision: Visual acuity adequate to perform job duties, including reading information from printed sources and computer screens.
Other: Requires frequent lifting and carrying items weighing up to 40 pounds unassisted, including assisting patients when required. 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. Requires exposure to communicable diseases and/or bodily fluids

The above is intended to describe the general content and requirements for the performance for this position. It is not to be construed as an exhaustive statement of duties, responsibilities or requirements.

I have read the Charge Nurse / Supervisor job description and understand the functions and objectives of the position at this Center.

Employee Signature: ___________________________ Date: _________________________

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Last update: 05/10/2005