JOB TITLE: Registered Nurse Supervisor – Urgent Care
REPORTS TO: Clinic Manager
FLSA STATUS: Exempt
JOB OVERVIEW: Supervising leader and facilitator of day to day operations of the Urgent Care. Responsible for managing the individual performance of staff.

ESSENTIAL FUNCTIONS INCLUDE BUT ARE NOT LIMITED TO:

1. Manages day to day operations for physicians, patient and employees 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 Director in the resolution of complaints and service issues.
4. Provides contact and follow-up with the staff and physicians with the ability to communicate current information and organization changes / happenings.
5. Coordinates tasks and creates business plan for assigned area in cooperation with physicians and Director of Ancillary and Clinical Services.
6. Responsible for day to day staff scheduling and coverage.
7. Works with HR, Director of Ancillary and Clinical Services and physicians on hiring and coaching, development, discipline and firing (when necessary) of staff according to established guidelines.
8. Identifies areas of specific training needs and coordinates implementing with Director.
9. Maintains highest level of confidentiality in regards to internal proprietary information and patient information.
10. Develops strong inter-department teamwork and empowerment to meet the needs of the patients and physicians.
11. Identifies and implements opportunities to build employee morale and individual motivation.
12. Works with Director to manage appropriate staffing ratios and overtime.
13. Supports and promotes a positive role model and image with vendors, patients, staff, other managers and physicians.
14. Follows all required regulatory and legal compliance related to confidentiality, safety, (HIPAA, OSHA, etc)
15. Performs nursing duties and procedures when necessary.

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. Graduate of an accredited school of Nursing.
3. Current Washington State RN license
4. CPR certification for Health Care 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 that interfaces well with staff.
5. Ability to solve problems and resolve situations effectively.
6. Capable of being proactive and reactive dependent on the need.
7. Ability to maintain confidentiality of sensitive information.
8. Excellent interpersonal skills including the ability to professionally manage interactions with difficult people and/or difficult situations.
9. Excellent organizational and interpersonal communication skills.
10. Demonstrated ability to manage multiple priorities.
11. 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 Registered Nurse Supervisor – Urgent Care job description and understand the functions and objectives of the position with this department.

Employee Signature: ___________________________   Date: _________________________

THE DOCTORS CLINIC IS AN EQUAL OPPORTUNITY EMPLOYER

Last update: 12/2/2013