

Dilkon Medical Care

Job Vacancy Announcement #DDH-24-29

Closing Date: 05/31/2024



POSITION TITLE: Clinical Nurse Supervisor-Ambulatory Care

DEPARTMENT: Nursing

Position Summary:

Under the general supervision of the Ambulatory Care Nurse Manager, the SrCN is assigned to ambulatory care, which includes walk-in, appointment and specialty clinics. Division oversight will remain with the Chief Nurse Executive (CNE) and Associate Chief Nurse Executive (ACNE). The Supervisor assists the Ambulatory Care Nurse Manager with the supervision, coordination, evaluation, and the provision of nursing care services at Winslow Indian Health Care Center, Inc. ("WIHCC") Ambulatory Care. The incumbent will develop, initiate, and implement a plan of nursing care with appropriate interventions or modifications as needed to ensure high efficiency in all assigned clinical settings. As a member of the health care team, the Supervisor provides nursing duties in the care of general medical-surgical, trauma, obstetrical, pediatric and behavioral patients encountered on a daily basis. In addition, the Supervisor will collaborate with medical staff on clinical issues regarding patient flow and management. The Supervisor will uphold the principles of WIHCC Vision, Mission, and Value Statements. Maintains confidentiality of all privileged information at all times.

This list of duties and responsibilities is illustrative only of the tasks performed by this position and is not all-inclusive.

Essential Duties & Responsibilities:

- Maintains regular attendance and punctuality.
- In conjunction with Medical Staff, the Supervisor oversees the patient flow, productivity, and health care needs of the population served.
- Assures staffing and medical equipment meet work demands, safety requirements, and accreditation standards.
- Oversees the daily nursing schedules and makes changes as appropriate to patient care levels and acuity.
- Provides daily oversight of nursing staff including delegation of tasks and duties relevant to positions and the needs of the clinical setting.
- Improves staff effectiveness by motivating, coaching, counseling, training and recommending disciplinary action for employees; planning, delegating, monitoring, appraising job tasks and results in a timely manner, and approving time sheets.
- Assists in the supervision of personnel, which includes work allocation, schedules, time approval, hiring, training, orientation, and problem resolution; evaluates performance and makes recommendations for personnel actions; motivates employees to achieve peak productivity and performance.
- Acts as a liaison between staff, family, and physicians and other patient care team members.
- In collaboration with multi-departments, the Supervisor develops, implements, evaluates and revises clinic specific objectives, priorities, QI activities and standards of care and practice which are consistent with those for the overall clinical nursing and WIHCC programs.
- Participates in Nursing and WIHCC programs as well as participating as an active member of the Nursing Administrative team.
- Participates in the overall Risk Management activities for the Division of Nursing in collaboration with CNE, ACNE, Ambulatory Care Nurse Manager and Nurse Educator to assure timely follow up and action plan.
- Provides orientation to new staff members and students as well as providing guidance, direction and training.
- Maintains professional knowledge and proficiency in nursing through continuing education, staff meetings, workshops, internal training programs, and serving on nursing committees, teams and functions.
- Participates in clinical and peer review to evaluate current practice, and modify and improve practice as needed.

- Oversees direct nursing employees in the performance of nursing tasks related to the care of patients.
- Provides and performs comprehensive professional nursing care duties for patients with a wide variety of injuries and illnesses.
- Continuously studies nursing staff operations to identify areas to improve care, meet patient satisfaction and efficient resource utilization with recommendations of action and consideration given to the CNE, ACNE, Ambulatory Care Nurse Manager and Nurse Educator.
- Assists the nursing administration in maintaining, updating and implementing policies and procedures.
- Assists in coordinating admissions, discharges, and transfers (intra- and inter-facility) using the patient acuity system as a basis to determine patient needs.
- Assists in resolves simple, informal complaints of patients and refer other, such as formal grievances and appeals, to the supervisor or follow the proper chain-of-command.
- Requires completion of tasks or duties assigned by a supervisor.
- Upholds all principles of confidentiality and patient care to the fullest extent.
- Adheres to all professional and ethical behavior standards of the healthcare industry.
- Adheres to WIHCC Personnel Policies and Procedures, departmental policies, rules, and regulations.
- Interacts in an honest, trustworthy and dependable manner with patients, employees, visitors, and vendors.
- Possesses cultural awareness and sensitivity.
- Maintains compliance with all Human Resources requirements.
- Performs other duties as assigned.

Minimum Qualifications:

Bachelor of Science in Nursing (BSN) required. Registered nurses must have passed the National Council Licensure Examination (NCLEX). In addition, they must possess a current, active, full, and unrestricted license or registration as a professional nurse from a State, the District of Columbia, the Commonwealth of Puerto Rico, or a territory of the United States. Three years or greater of clinical nurse experience required. Lead or supervisory registered nurse experience preferred. Current BLS/CPR is required. ACLS and PALS certifications, are strongly recommended. Bilingual skills in English and Navajo language preferred. Must maintain a valid unrestricted and insurable driver's license. Must successfully pass a background investigation and maintain suitable requirements for a Child Care position. This position is considered as a Child Care position, which requires a satisfactory background check investigation and is subject to the requirements of the Indian Child Protection and Family Violence Prevention Act, as amended (henceforth referred as the ICPFVP Act).

Knowledge, Skills, Ability:

- Knowledge of general nursing principles and practices and specialized techniques of nursing.
- Knowledge of patient rights, assessment and evaluation methods.
- Knowledge of strong work ethics in the workplace.
- Knowledge of laboratory medicine, clinical medicine, developmental, and behavioral psychology.
- Knowledge of nursing standards of care, AACN or ENA and AAAHC standards and requirements.
- Knowledge of healthcare delivery systems to effectively utilize available resources to provide health care.
- Knowledge and skill in operating specialized medical equipment, such as cardiac monitors, EKGs, defibrillators, etc.
- Knowledge of basic application of confidentiality.
- Knowledge of basic computer skills, e.g. Outlook, Word, Excel, PowerPoint.
- Ability to be dependable in attendance and job performance.
- Ability to meet attendance, overtime (if necessary), and other reliability requirements of the job.
- Ability to accept and learn from feedback.
- Ability to communicate effectively both verbally and in writing.
- Ability to provide exemplary customer service at all times.
- Ability to multitask and perform well under pressure.
- Ability to have self-confidence.
- Ability to be a great team player.

- Ability to accept and learn from supervisor/peer critique.
- Ability to be flexible and adaptable to the changing needs of the organization.

Physical Demands:

While performing the duties of this job, the employee regularly is required to walk; sit; use hands to finger, handle, or feel; reach with hands and arms; and talk or hear. The employee frequently is required to stand; climb or balance; and stoop, kneel, crouch, or crawl. The employee frequently is required to taste or smell. The employee must occasionally lift and/or move up to 50 pounds.

Work Environment:

Work is performed in an office setting or outdoor work environment with a moderate noise level. Work environment may involve exposure to physical risks, such as blood borne pathogens and operating dangerous equipment or working with chemicals. Evening and/or weekend work may be required. Extended hours and irregular shifts may be required.

As required by P.L. 93-638, absolute preference will be given to qualified Navajo applicants. If there is no qualified Navajo applicant, preference will be given to qualified American Indian applicants.