

Winslow Indian Health Care Center

Job Vacancy Announcement #WDH-22-122

Closing Date: Open until filled



POSITION TITLE: Urgent Care Nurse Manager

DEPARTMENT: Nursing

Position Summary:

Under general supervision of the Nurse Executive (NE), supervises delivery and evaluation of nursing care and the care environment in an urgent care and emergency setting. Oversees and manages clinical activities provided by inherent departments at the satellite clinics, or urgent care services. Works under the direct supervision of the Nurse Executive; however, the Chief Nurse Executive (CNE) will maintain division oversight. Upholds the principles of WIHCC's 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.
- 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.
- Oversees 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. Develops measurable performance expectations for assigned staff according to department goals and objectives.
- Provides nursing duties in the care of general medical-surgical, urgent, emergency/trauma, obstetrical, pediatric and behavioral patients encountered on a daily basis.
- In conjunction with the Nurse Executive and Medical Staff, oversees the operation of the assigned clinic or center, in relation to patient flow, productivity, and health care needs of the population served.
- Investigates incidence, researches and makes recommendations for innovative development of best nursing and business practice.
- Assures staffing and medical equipment meet work demands, safety requirements, and accreditation standards.
- Acts as a liaison between staff, family, and physicians and other patient care team members.
- Develops, implements, evaluates and revises clinic specific objectives, priorities, policies, procedures, QI activities and standards of care and practice which are consistent with those for the overall clinical nursing and WIHCC programs in collaboration with multi-departments.
- Participates in all nursing meetings and WIHCC programs as well as being active on the Nursing Administration team.
- Ensures Urgent Care staff are active members of the overall nursing team: attending and participating in monthly nursing staff meetings.
- Functions as the Acting Nurse Executive during the absence of the NE.
- Participates in the overall risk management activities for the Division of Nursing in collaboration with CNE, NE and Nurse Educator to assure timely follow up and action plan; with reports sent to Risk Management and Safety Officer.
- 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, modify, and improve current practice.
- Provides and performs comprehensive professional nursing care duties for patients with a wide variety of injuries and illnesses.
- Studies nursing staff operations to identify areas to improve care, meet patient satisfaction and efficient resource utilization; recommend action and consideration to the NE and CNE.
- Assists the NE/CNE in maintaining, updating and implementing policies and procedures.
- 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 WIHCCs 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 degree from an accredited school of nursing and a valid, current, full and unrestricted Professional Nursing License to practice nursing in any state of the United States is required. Master's degree preferred. Five years nursing experience. Three years supervisory/leadership experience in an emergency department and/or urgent care setting. Experience and knowledge to guide, instruct and lead nursing personnel is required. Current BLS/CPR, ACLS/PALS, TNCC/NPC and ATCN are required. Practical knowledge of professional nursing practices, ENA nursing standards of care, AAAHC standards and requirements. 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 professional nursing practices, ENA nursing standards of care, AAAHC standards and requirements.
- Knowledge of healthcare delivery systems to effectively utilize available resources to provide health care; the ability to analyze effectiveness of health care delivery systems.
- Knowledge and skill in operating specialized medical equipment, such as cardiac monitors, EKGs, defibrillators, etc.
- Knowledge of applicable federal, state, tribal laws, regulations and requirements.
- Knowledge of current principles, methods and procedures for the delivery of nursing procedures and quality of care.
- Knowledge of patient care charts and patient histories.
- Knowledge of current and emerging trends in technologies, techniques, issues, and approaches in area of expertise.
- Knowledge of CPR and emergency medical procedures.
- Knowledge of strong work ethics in the workplace.
- 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 interact positively with others and possess great interpersonal skills.
- 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.