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<b>Job Title</b>	Women's Health Nurse Manager
<b>Reports to</b>	Director of Clinical Services
<b>Effective Date</b>	10/28/2022

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### **Position Summary**

The Women's Health Nurse Manager leads and supervises Women's Health clinical support staff. This person acts as the liaison between providers, front desk, and administration to provide excellent care and improve efficiency and flow. The Nurse Manager is responsible for monitoring MA and RN flow and efficiency along with hiring, onboarding, and training new staff MAs or RNs. This person is responsible for overseeing the schedule, lab function, and inventory management. The Nurse Manager role supports the Director of Clinical Services in meeting clinical objectives and supports as necessary.

### **Principal Duties and Responsibilities**

#### **Liaison between providers, front desk, and administration**

1. Lead clinical staff meetings and ensure morning huddles are being led and occurring according to protocol
2. Communicate important information to and from outside various departments regarding workflow or changes in protocol
3. Communicate with department heads
4. Update protocols as needed
5. Complete administrative tasks as assigned by Director of Clinical Services

#### **Coordination of care**

1. Coordinate with Women's Health providers and nursing staff to coordinate prenatal care including routine prenatal care in clinic, referral for high-risk OB management and coordination of induction with local hospitals
2. Assess and maintain clinical protocols
3. Lead quality improvement projects in coordination with Quality Improvement Coordinator

#### **Monitoring MA, RN, and referral coordinator flow and efficiency**

1. Organize monthly schedule for RN/MAs in coordination with MA Supervisor
2. Be the point of contact while in the clinic for any last-minute scheduling or flow concerns
3. Be the expert in the MA and RN protocols along with ensuring the rest of the clinical staff are familiar and following these protocols
4. Address any clinical staff concerns as necessary and coach performance if necessary
5. Monitoring patient throughput to ensure patients are being seen in a timely manner.

#### **Hiring, Onboarding of new staff and supervision**

1. Hire necessary clinical staff (RN, MA, lab related positions) including the following steps
    - a. Interviewing
    - b. Initiating a Personnel Action Notice
    - c. Coordinating with HR regarding hiring and the onboarding process
  2. Be familiar with the NeighborHealth general orientation process
  3. Coordinate onboarding schedule and monitor steps in this process
  4. Ensure follow up of privileging at 6-week recheck and 90-day evaluation
  5. Approve hours for payroll and approve PTO requests
  6. Perform annual reviews per review schedule
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### **Lab Functions**

1. Coordinate with Lab Tech to ensure protocols are being followed, tests are being run correctly, and inventory is being adequately managed.
2. Work together with Lab Tech to maintain accurate vaccine inventory and testing supplies

### **Required Skills or Abilities**

1. Outstanding communication, interpersonal, and leadership skills to work with the clinical staff vendors and manufacturers
2. Ability to take Initiative and proactively assess processes within the clinic
3. Ability to lead clinical staff and constructively give feedback and perform reviews
4. Some computer skills required; Windows based
5. Commitment to demonstrating personal integrity through punctuality, honesty, an ability to follow instructions, proper attention to detail in all work matters, and a willingness learn from others.
6. An ability to work independently, take initiative, set priorities in accordance with the needs and mission of the clinic, multi-task and problem solve in a fast-paced work environment.
7. Flexibility to adapt to changing or stressful conditions, including unanticipated changes to working schedules or locations.
8. Adequate written and verbal communication skills for communicating coherently and professionally with patients and co workers
9. Conscientious of departmental and organizational policies and procedures, and able to embrace and personify the mission of the NHC.

### **Required Knowledge, Experience, or Licensure/Registration**

1. RN Licensure in the state of North Carolina
2. CPR Certification
3. At least 3 years of clinical experience

### **Exempt Status**

\*To comply with the Americans with Disabilities Act of 1990 (ADA), which prohibits discrimination against qualified individuals on the basis of disability, it is necessary to specify the physical, mental and environmental conditions of the essential duties of the job.

