



**Today's Date:** December 30, 2021

**Job Listing:** Nurse Manager-Family Practice Clinic. Ottumwa, Iowa

**Summary:** Directs, manages, and coordinates the day-to-day routine operational and administrative functions and activities of the Medical Clinic to include: supervising all clinic non-provider staff, monitoring delivery of patient care, responding to patient complaints, serving as liaison with patients, visitors, vendors, businesses, other healthcare providers, students and academic institutions, and Administration.

**DUTIES AND RESPONSIBILITIES:**

1. Clinic Personnel Management/Supervision/Training:

- A. Provide day-to-day supervision of clinic staff activity.
- B. Monitor and document clinic personnel performance, includes evaluation and discipline.
- C. Develop personnel work schedules to ensure timely, accurate completion of assignments and adequate staffing coverage.
- D. Schedule/approve clinic personnel leave.
- E. Approve continuing education for supervised staff.
- F. Conduct and document in-service training as needed.
- G. Conduct new employee orientation as needed.
- H. Schedule and conduct regular Clinic staff meetings.
- I. Recommends necessary Clinic equipment purchases
- J. Review clinic staff time accuracy for payroll.
- K. Advise Clinic Manager in personnel matters relating to staff, including:
  - a. Clinic staffing plan
  - b. Recruiting and hiring
  - c. Corrective actions and terminations
  - d. Employee incentives and motivation efforts

2. Confidentiality:

- A. Maintains the confidentiality, security and physical safety of the medical record in accordance with HIPAA regulations and clinic P&P.
- B. Maintains confidential personnel records and discussions in accordance with clinic P&P.

3. Customer Service and Patient Follow-up:
  - A. Provide periodic review of clinic-management functions, including telephone triage, patient flow, ancillary services, patient referrals, and follow-up on missed appointments.
  - B. Adheres to and promotes excellent customer service by interacting in a friendly, professional manner with a wide range of patients, visitors, clinic personnel, physicians, and others.
  - C. Consistently demonstrates a caring and helpful attitude when interacting with patients, visitors, students, vendors, and fellow employees.
  - D. Monitors and responds to patient complaints and forwards relevant patient complaints to Administration as needed.
4. Quality Assurance, Performance Improvement Program and Continuous Quality Improvement Program
  - A. Assists the Senior Management Team in designing and maintaining the clinic's QA Program, Performance Improvement Program and the Continuous Quality Improvement Program.
5. Purchasing and Inventory Control
  - A. Purchase clinic medical supplies, medications, equipment, and mgt. of vaccines.
  - B. Maintain monthly medical inventory, storage areas, and emergency supplies.
  - C. Monitor medication and supply outdates to prevent waste and spoilage.
  - D. Monitors and schedules routine equipment servicing and preventive maintenance and schedules servicing and repairs when needed.
  - E. Meets with vendors and assess new products or changes to clinic systems as needed.
6. Liaison Responsibilities
  - A. Function as the clinic liaison with patients, visitors, vendors, businesses, healthcare providers, students and academic institutions, Senior Management Team, and Administration as needed.
  - B. Communicate overall RHCHC goals and objectives to all staff.
  - C. Represent RHCHC at community events and functions as appropriate.
7. Other:
  - A. Provides periodic verbal and written reports regarding clinic operations as needed.
  - B. Participates in meetings as needed and serves as meeting chairman as needed.
  - C. Conducts ongoing development and review of clinic policies and procedures.
  - D. Follows, and ensures that clinic personnel follow, all established policies and procedures.
  - E. Promotes a healthy workplace

- F. Assures compliance with all federal, state and local regulations, accrediting agencies and codes.
  - G. Maintains a working knowledge of the computer system.
  - H. Demonstrates the ability to establish and maintain effective working relationships with others.
  - I. Fill in for staff shortages as required.
  - J. Complies with Corporate Compliance Program policies and code of conduct, and all laws, rules and regulations relating to the position. Has a duty to report any suspected violations of the law or the standards of conduct to his/her immediate supervisor, the HR Director, or the Compliance Officer.
8. Performs other duties as assigned.

**MINIMUM QUALIFICATIONS:**

**Education:** RN or BSN and 2 years of Clinic Nurse experience/or five years of job related experience, including one year of supervisory experience.

**Knowledge Skills and Abilities:**

- 1. Ability to proceed on own initiative using independent judgment and discretion.
- 2. Possess excellent verbal and written communication skills, leadership and organizational skills, and interpersonal and time management skills.
- 3. Knowledge of computer technology.
- 4. Have knowledge of office management and administrative procedures, and the ability to supervise and review the work of others.
- 5. Possess knowledge of specialized terminology including medical and legal terms.
- 6. Working knowledge of medical records management and clinic and physician/patient protocols.
- 7. Must possess excellent customer service skills.
- 8. Age Specific Competencies

**Working Conditions:** General office and medical clinic conditions. Hours of Work: 8:00 am-5:00 pm Monday-Friday, periodically with additional hours. Ability to travel as needed.

**Physical Requirements:**

- 1. Requires sitting and standing associated with normal office environment.
- 2. Requires visual acuity to perform required tasks.
- 3. Required to be able to write legibly and read printed or handwritten materials.

4. Required to assist with lifting, transferring or repositioning patients.

**Hours:** Monday through Friday 8:00 a.m. to 5:00 p.m. and additional hours as required to meet the clinic needs.

**Supervisor:** Ottumwa Medical Clinic Manager

**Deadline:** Position will remain open until a pool of qualified applicants is received.

Submit cover letter, resume' and three references to [recruiting@riverhillshealth.org](mailto:recruiting@riverhillshealth.org)

**Or, mail to:**

River Hills CHC  
PO Box 458  
Ottumwa, Iowa 52501

River Hills CHC offers a competitive wage and full benefit package.