



ethnē health
a community clinic

Nurse Lead

POSITION SUMMARY

The Nurse Team Lead is a licensed practical nurse or registered nurse who uses his/her nursing experience and clinical knowledge to fulfill various roles in operation of the clinic. All nursing staff are required to document their work in the electronic medical record, treat patients in a timely and professional manner and maintain compliance with applicable regulations. The lead nurse will manage clinic nurses, nursing volunteers, medical support staff (including MAs), maintain medical support staff schedule and train medical support staff.

KEY RESPONSIBILITIES

- Oversees back office staff (including Medical Assistants and RNs).
- Trains medical support staff and volunteer nurses on duties, procedures and protocol and verifies competency.
- Performs bi-annual evaluations for back office staff.
- Coordinates with other Leads, Practice Manager, CMO, and COO to improve clinic flow and operations.
- Corresponds with providers regarding updates and changes to clinic flow, back office policies and procedures, and VFC immunizations program changes.
- Prepares and leads huddle topics for back office staff during monthly staff meetings.
- Collaborates with third-party laboratories to troubleshoot processes affecting specimen collection, processing, and lab result reporting.
- Liaises with vaccine manufacturers for updates to new vaccines, price changes, or supply issues.
- Schedules back office staff, makes MA/Provider assignments, and approves time off requests.
- Ensures proper training and on-boarding for gap year interns.
- Assesses needs for new back office hires and interviews potential hires.
- Provides direct oversight for the on-boarding, training and skills assessment for nursing staff
- Provides indirect oversight for the on-boarding, training, and skills assessment for MA staff, in partnership with the Lead MA.
- Ensures maintenance of CLIA certification for in-clinic CLIA waived testing.
- Ensures proper and timely calibration of clinical equipment and devices.
- Assesses need for, researches and provides recommendations for equipment purchases (vaccine refrigerators, vitals machines, etc.).
- Troubleshoots problems with clinical equipment and devices.
- Coordinates schedule for gap year program interns.
- Serves as on-site contact for VFC immunizations program and develops and implements routine and emergency vaccine storage and handling plans.
- Ensures VFC immunization compliance, inventory management, reporting, annual and unscheduled site visits.
- Manages medical support staff and nursing volunteers and assists/directs them with prioritizing clinical tasks and working efficiently.
- Assists providers with medication refills and prior authorizations.
- Assists providers with enrolling patients for drug assistance programs.



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- Helps coordinate off-site screenings with community partners.
- Ensures safety of patients and back office staff by ensuring compliance with OSHA guidelines and requirements.
- Helps develop and update nursing and MA protocols.
- Ensures that all emergency equipment, clinic use and MAP medications, and supplies and medications for procedures are properly stocked, stored, and logged (as applicable) for the care of patients at their clinic site.

SECONDARY RESPONSIBILITIES: The following responsibilities are performed by the clinic nursing staff and Medical Assistants with broad oversight by the Lead Nurse.

- Administration of injectable medications (i.e.: immunizations, injectable birth control, steroids, pain medication)
- Administer nebulizer treatments
- Collect and prepare lab specimens
- Downloads lab documents from server when needed
- Performs EKGs
- Administer vision and hearing screens
- Assures readiness of patient exam rooms and work up areas by performing daily routine housekeeping and stocking
- Communicates normal and abnormal lab results to patients and provides appropriate patient education and the treatment plan as outlined by the provider.
- Perform routine phlebotomy services including venipunctures, finger sticks, skin punctures, injections, immunizations, and all CLIA waived tests.
- Notify physicians of abnormal results. (i.e. in-house strep test, hemoglobin, glucose and hemoglobin A1C).
- Monitor usage, maintain inventories (including VFC/private vaccines, lab supplies, medications, procedural supplies) and run proper controls as needed for all tests, reagents and other supplies according to manufacturers' specifications, including the proper recording of open dates, monitoring of expiration dates, and other storage requirements.
- Maintain instrumentation (autoclave calibration, cleaning etc.).
- Provides nursing care for patients per protocols and as directed by the provider such as: IV infusions, medication injections, wound care and dressing changes, assisting in procedures (eg. PICC line removal/management), diabetes (use of glucometer, insulin administration, etc) and other chronic disease patient education.
- The nurse will triage patient phone calls for providers and helps with medication refills or other patient requests. The nurse directs the assessment of urgent patients who present to the clinic in person or via phone. Appropriate documentation should be noted in the patient's medical record.
- Well child exam responsibilities: oversight to ensure intake done, appropriate questionnaires administered, vision/hearing screens done, blood draws, and immunizations given.
- Use proper lifting techniques to assist patients out of cares, push in wheelchairs, on to exam tables and other patient mobility situations
- Provide assistance with other tasks as assigned.



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POSITION REQUIREMENTS

Skills:

- Adaptability
- Strong patient assessment skills required including ability to triage patients. Ability to use the nursing process to guide patient encounters and care.
- Communicate effectively with patients in a manner that protects their confidentiality and is sensitive to their culture and to their physical/emotional/spiritual condition.
- Flexibility to adapt to changing or stressful conditions, including unanticipated changes to working schedules or locations.
- Good physical stamina and an ability to be standing/active/in motion most of the day. Strength and dexterity to move patients, handle equipment, and move quickly within the clinical area to fulfill job responsibilities.
- Good interpersonal skills are a necessity, including an ability to work well with the variety of ages, cultures, and temperaments represented among Ethne Health staff and patients, treating others with kindness and professionalism in all they do.
- Commitment to demonstrating personal integrity through punctuality, honesty, an ability to follow instructions, proper attention to detail in all work matters, and a willingness to learn from others.
- An ability to work independently, take initiative, and set priorities in accordance with the needs and mission of the clinic.
- Clear and concise written and verbal communication skills for communicating coherently and professionally with patients and co-workers.
- Conscientious of departmental and organizational policies and procedures, and able to embrace and personify the mission of Ethne Health.
- Strong ability to be a clinical leader in the organization and manage a team of medical support personnel. Ability to delegate appropriate tasks to medical support staff.
- Good conflict resolution skills.

Education:

Relevant college degree or experience in nursing

Experience:

Clinical experience preferred, preferably in an acute care or triage setting

Demonstrated experience of leading others preferred

Licenses or Certifications:

RN or LPN Licensure in the state of Georgia

CPR Certification

Knowledge of any other language is helpful



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Compensation/Benefits:

- Reimbursement for GA state licensure and BLS certification
- Annual continuing education allowance
- 6 weeks of maternity leave/2 weeks paternity leave, as needed
- PTO accrued at a rate of 0.058 per hour worked, after 90 days (3 weeks per year)
- \$70,000 - \$85,000 annual salary
- Benefits- health, dental, vision, life insurance

Please email cover letter and resume to Kimberly Stewart at kimberly.stewart@ethnehealth.org

ACKNOWLEDGEMENT

I hereby acknowledge that I have received a copy of my job description. I understand that it is my responsibility to review Ethne Health's expectations with my supervisor.

Print Employee Name

Signature of Employee

Date