

JOB DESCRIPTION

POSITION TITLE:	Clinical Nurse
LOCATION:	HOPE Clinic – Main
REPORTS TO:	Director of Continuous Quality Improvements & Clinical Services
EDUCATION:	Bachelor of Science Nursing required; Current Texas RN License in good standing
WORK EXPERIENCE:	2 years experience as an RN required; 2 years management experience required
SALARY RANGE:	\$80,000-100,000; DOE
FLSA STATUS:	Exempt
POSITION TYPE:	Full Time
LANGUAGE:	Fluent in English; Bilingual in English and Spanish, Arabic, Burmese, Chinese or other languages is preferred

HOPE Clinic is an equal opportunity employer, dedicated to a policy of non-discrimination in employment on any basis including but not limited to disability, race, creed, color, age, sex, religion, political opinion, national or social origin, etc.

JOB SUMMARY:

The Clinical Nurse will work within our clinical service functions. Provide ongoing support to our clinical operations during the COVID-19 pandemic including the operations for covid vaccine and testing. Under broad supervision, provides professional nursing care in accordance with nurse protocols, policies and/or procedures. Serve as nurse to oversee infection control, patient process and flow, and point of dispensing operations for COVID-19 related responses. Assists with the Vaccine for Children (VFC) program oversight. This position will also be responsible for assisting with quality assurance work within the clinical departments at the HOPE.

MAJOR DUTIES & RESPONSIBILITIES:

- Manages a team of individuals including medical assistants and administrative staff responsible for carrying out the COVID -19 testing and vaccine response for HOPE Clinic.
- Provide nursing services and supervises individuals for performing collection of specimens, processing COVID tests and patient education related to COVID-19;
- Provide nursing services and supervises individuals for the administration of COVID-19 vaccines at HOPE Clinic location or at community events while complying with all applicable federal, state, and local laws/regulations;
- Utilize and train others in the booking, confirmation and vaccine administration software systems and within the EMR;
- Collaborate with medical team, outreach, operations teams for the ongoing response to COVID-19
- Provide excellent customer service while putting participants at ease;

- Be prepared to handle minor emergencies related to allergies, anaphylaxis, and respiratory difficulty;
- Receive and manage all clinic supplies including testing supplies, PPE, vaccine and transport to and from site and within the clinic sites;
- Ensure that in clinic and off site clinic set up and cleanup for vaccination events is conducted professionally;
- Ensure staff are inputting and communicating COVID test results to patients, staff and reporting to city/county as required;
- Administrative and clerical duties as necessary to support COVID-19 response work;
- Ensure COVID team returns participant PHI and post clinic documentation in a prompt and timely manner;
- Attend on-site/off-site community engagement activities, clinic events, and/or training as needed;
- Report vaccine, testing, participant, and other program statistics as required daily and weekly;
- Maintain staffing schedule, inventory lists, and operational lists as needed to perform safe and effective vaccine or testing operations;
- Provides oversight and direction to the Vaccine for Children (VFC) program at HOPE clinic, collaborating with VFC coordinators, ensuring stock/inventory ordering levels, storage and handling and audit preparation are in place;
- Collaborate with Quality Director, Finance, and Operations team members for HEDIS & CQI measures;
- Enroll and monitor patients within the chronic care management program;
- Works to track HEDIS measures and ensures follow up with providers and other staff for needed elements.
- In conjunction with the procurement and facilities department, ensures regular compliance measures are conducted such as equipment calibration, control testing, inventory and supply management, and laboratory certifications;
- Hosts regular team meetings and coordinates efforts toward efficient and quality services among clinical managers and team leads;
- Attend on-site/off-site community engagement activities and on-site/off-site clinic events as needed;
- Perform other duties as assigned to support HOPE Clinic's Mission, Vision and Values.

QUALIFICATION REQUIREMENTS:

- Minimum of two (2) years in nursing field required;
- Minimum of two (2) years in nursing management required;
- RN License required;
- Outpatient medical office management experience is preferred;
- Staff management experience is preferred;
- Knowledgeable of and maintains HIPAA standards of privacy and confidentiality;
- Must be able to utilize the Internet, Microsoft Office and other relevant computer programs;
- Strong written and oral communication skills;
- Must be detailed oriented and able to handle multiple tasks;
- Excellent customer service skills;

- Must be vaccinated against COVID-19.

TRAVEL REQUIREMENTS:

- Ability to travel to satellite sites and/or off-site locations for events or training as needed;
- Proof of liability and property damage insurance on vehicle used is required.

EDUCATION and/or EXPERIENCE:

Bachelor of Science Nursing required

LANGUAGE SKILLS:

Ability to read, analyze, and interpret general health and social services guidelines, technical procedures or governmental regulations. Ability to write reports, health correspondence and procedure manuals. Ability to effectively present information and respond to questions from groups or patients, center staff, and the general public.

MATHEMATICAL SKILLS:

Ability to add, subtract, multiply and divide in all units of measure, using whole numbers, common fractions, and decimals. Ability to compute rate, ratio, and percent.

REASONING ABILITY:

Ability to solve practical problems and deal with a variety of concrete variables in situations where only limited standardization exists. Ability to interpret a variety of instruction furnished in written, oral, diagram, or schedule form.

OTHER SKILLS and ABILITIES:

- Bilingual (Vietnamese, Chinese, Arabic and/or Spanish with English) is preferred.
- Above average skills in language ability as well as public speaking and writing.
- Must have good transportation and a valid Texas Driver's license.

LEADERSHIP RESPONSIBILITIES:

Will have supervisory and/or direct people management responsibilities. Will provide work guidance, technical advice, and training new departmental staff.

WORK COMPLEXITY/INDEPENDENT JUDGEMENT:

Work tasks are guided by established policies and procedures and can range from complex to non-complex; straightforward, routine, and structured to non-straightforward, non-routine, and non-structured. Independent judgment is required outside of making basic choices in the selection and application of established methods. Medium to high degree decision making skills may be required. The job receives ongoing supervision but is largely independent of day-to-day direct supervision.

PROBLEM SOLVING:

Decisions are made on routine and higher level matters affecting a wide range of individuals and usually within the confines of the job's own department. Specific job activities and results are typically reviewed in conjunction with other performance measures periodically. There are moderate requirements for developing new ideas or changes in methods, procedures or services.

COMMUNICATION/INTERACTIONS:

Information sharing - gives and receives information such as options, technical direction, instructions and reporting results. Interactions are mostly with patients, own supervisor and coworkers in own and other departments.

IMPACT OF DECISIONS:

Follow rules and procedures. Decisions can have minimal or no impact to HOPE Clinic. Errors can be readily detected, usually by the employee, and, if made, would result in minor expense for correction.

PATIENT RELATIONSHIPS:

Follow through with patient inquiries, requests and complaints. Forward difficult and non-routine inquiries or requests to appropriate level for resolution.

AMERICANS WITH DISABILITIES SPECIFICATION:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- While performing the duties of this job, the employee is regularly required to stand, sit, talk, hear, stoop, kneel, and use hands and fingers to operate a computer and telephone keyboard reach.
- Specific vision abilities required by this job include close vision requirements due to computer work.
- Light to moderate lifting (up to twenty pounds) is required.
- Ability to uphold the stress of assisting patients of diverse backgrounds.
- Regular, predictable attendance is required.

WORKING/ENVIRONMENTAL CONDITIONS:

Work is normally performed in a typical health clinic work environment which may or may not subject the employee to hazardous or unpleasant elements, noise, crowds, confined/restricted but fire hazard approved desk spaces/rooms and varying temperatures at the clinic. There may be occasional off-site/outdoor assignments with exposure to heat/cold, wet/humid, dry/arid airs or temperatures.

HOPE Clinic is a smoke-free and drug-free workplace in compliance with federal guidelines.

Signature

Date

Full Name - Printed