

POSITION DESCRIPTION

INCUMBENT: _____ **CSN:** _____

PRESENT CLASSIFICATION: Clinic Charge Nurse **DATE:** _____

DEPARTMENT: _____ Otolaryngology

Function

The nurse functions as a Charge Nurse of the Department of Otolaryngology. Primary responsibility of the position is to staff clinics, monitor the quality of work performed by clinic staff, and ensure that policies and procedures are in place and followed. This position will supervise clinic staff and ensures that safe, quality, efficient health delivery is provided to patients. This nurse will serve as a patient service coordinator within the Department, as well as provide direct nursing services for the physicians and clinical areas to which he/she is assigned.

This position performs daily application of the School's mission and vision in providing the highest level of quality care to our patients, families, and in working with our employees, physicians, and the communities we serve.

Organizational Relationships

The nurse reports directly to the Nurse Administrator who reports to the Assistant to the Chair. Annual written evaluation will be held with the employee and Nurse Administrator to discuss job performance within the past year of employment. This position is assigned to the Department of Otolaryngology and also receives direction from the Faculty, Advance Practice Nurse (APN), and Physician Assistant (PA).

Duties and Responsibilities

The following information is intended to be representative of the work performed by the incumbent in this position and is not all-inclusive. The omission of a specific duty or responsibility will not preclude it from position if work is similar, related, or a logical extension of position responsibilities.

Demonstrates, by actions, commitment to the mission and the behavioral standards of SIU School of Medicine. Provides excellent service to both internal and external customers through collaboration and partnership; compassion and respect; integrity and accountability; diversity and inclusion; as well as continuous learning and improvement.

I. Nursing Duties

Time Commitment 45%

- A. Provides clinic nursing care and delegation of clinical duties to RN's, LPN's and MA's. This care may include but not be limited to obtaining patient histories, assisting with portions of physical examinations, administering medications, providing wound care, performing other nursing procedures and documents nursing functions appropriately.
- B. Performs clinic laboratory testing and procedural testing according to clinic protocols. Reports findings to physician and records on patient medical record.
- C. Assists with procedures. Sets up and/or completes procedures as necessary under the direction of the MD, APN, or PA.
- D. Develops and implements patient plan of care with the Faculty (MD), Physician Assistant (PA), and/or Advanced Practice Provider (APP).

Department of Otolaryngology
Position Description – Charge Nurse

- E. Coordinates delivery of patient plan of care.
- F. Organizes clinic patient flow and revises as necessary to maximize physician productivity and minimize patient wait times.
- G. Schedules follow-up patient activities including radiology studies, surgical procedures and other testing as ordered by the MD, PA, and/or APP.
- H. Prepares for upcoming clinics by obtaining history from referring physician, pertinent radiologic studies, laboratory results, and operative reports when appropriate.
- I. Communicates with call center, patients, families and other healthcare professionals.
- J. Uses critical thinking skills to triage patient care priorities for patient phone calls and needs.
- K. Utilizes and maintains equipment used in the assessment and treatment of patients.
- L. Ensures accurate and current nursing procedures pertaining to patient care through appropriate supervision of clinical personnel in the clinical area.
- M. Acts as liaison between healthcare facilities and other specialty agencies.
- N. Functions as a primary nurse or back-up nurse as directed depending on the need. Follows direction of the primary nurse and physician when functioning as the back-up nurse.
- O. Performs nursing duties in other Departments temporarily as assigned by the Nurse Administrator.
- P. Serves as a resource to Departmental staff.
- Q. Ensures proper licensure and certifications of all staff members.

II. Administrative Duties

42%

- A. Provides direct supervision for clinical team members (RN, LPN, MA's). Monitors quality of work and services performed by clinical staff and ensures that functions are performed according to policies and procedures.
- B. Performs employee evaluations and participates in the disciplinary process.
- C. Responsible for completion of clinic staff daily/monthly assignment schedule, including assignment of nursing duties in other departments to cover absences as necessary. Approves vacation, sick, and/or comp time.
- D. Participates in the interview process and recommends hiring of clinic personnel. Coordinates and oversees orientation and training for new personnel.
- E. Participates in the development, implements, updates and maintains nursing policies, procedures, standards of care and quality assurance programs.
- F. Completes charge tickets for nursing services provided in the clinic.
- G. Assures that tests and surgeries are precertified according to insurance requirements, if necessary.
- H. Maintains or delegates inventory of adequate supplies necessary for daily surgery clinic activities and makes recommendations to the Nurse Administrator for equipment, commodities, and non-routine supplies.
- I. Schedules & participates in Departmental staff meetings.
- J. Performs other duties as assigned.

Department of Otolaryngology
Position Description – Charge Nurse

III. Education 10%

- A. Provides patient teaching and participates in staff and community education programs.
- B. Provides orientation to daily clinic activities and training for nursing personnel, students and residents.
- C. Assists with instruction of secretaries in the provision of patient activities.
- D. Functions as resource person for general public requesting information regarding SIU Department of Otolaryngology as a whole.
- E. Completes annual training and competencies.

IV. Research Duties 3%

- A. Assists with planning and implementation of research projects as related to patient care.
- B. Follows research protocols when conducting patient research including obtaining informed consent, providing patient care as directed by research methodology, and documenting patient care according to protocol or clinic standards.
- C. Collects and analyzes data and assists with publishing results, as needed.
- D. Attends SCHRIS training and maintains qualifications to participate in research, if applicable.

Skills and Abilities Needed for the Position:

- A. Ability to function independently with good decision-making skills.
- B. Experience in and/or ability to supervise other clinical staff.
- C. Demonstrates organizational skills and interpersonal skills.
- D. Experience in the clinical area or willingness to obtain necessary specific skills related to clinical practice.
- E. Demonstrates the ability to obtain and update appropriate and accurate patient information in the Electronic Health Record at the time of service, or as needed.
- F. Current CPR certification.
- G. Ensures proper RN licensure and CME.
- H. Excellent oral and written communication skills and be willing to follow oral & written instructions.
- I. Demonstrates excellent customer service skills.
- J. Ability to maintain good attendance.
- K. Willingness to work extra hours when required by physician or clinic schedule.
- L. Demonstrates ability to set priorities, make decisions, and handle multiple tasks at one time.
- M. Demonstrates initiative to carry out projects without direct supervision.
- N. Demonstrates ability & flexibility to function as a team member in a team environment.
- O. Willingness to understand specialty areas within the Department.

Department of Otolaryngology
Position Description – Charge Nurse

- P. Desire to build on current knowledge base and seek new information and skills, advance technology skills and be able to build on the necessary skills as needed.
- Q. Knowledge of Universal Precautions.
- R. Ability to travel as needed to perform essential job duties.
- S. Sensitive to the needs of underrepresented minority populations.

Guidelines: The Registered Nurse will follow the guidelines established through the SIU Physicians & Surgeons Employee Guidelines for the Nurse Administrator and the assigned Department protocols. Will also adhere to the principles of aseptic technique and the CLIA requirements for laboratory testing.

Difficulty:

- A. Complexity: The Nurse Administrator must possess flexibility to manage unexpected changes in the normal day-to-day operations of the clinics, relay information, and give instructions in an appropriate manner. This position makes staff assignments to keep the clinics running smoothly. The nurse must be able to assist in clinical procedures. The person should be able to use standard clinic equipment and personal computers.
- B. Scope and Effect: This person is to provide daily assistance and nursing support to the assigned Department Otolaryngology.

Personal Contacts: This individual will have extensive contacts with the assigned and department physicians, nursing personnel, and the medical staff. Close working relationships must also be maintained with other University personnel, referring physicians' office staff, and personnel of various hospital departments utilized by the Department of Otolaryngology.

Environmental, Health and Safety Responsibilities: Participates in meetings, trainings, and other environmental, health, and safety activities as required by SIU School of Medicine.

Physical Requirements and Work Environment: See attached Physical and Environmental Requirements Form. This person must be able to travel between the various SIU locations.

Southern Illinois University School of Medicine is an Affirmative Action/Equal Opportunity employer and provides equal employment and educational opportunities for all qualified persons without regard to race, color, religion, sex, national origin, age, disability, genetic information, sexual orientation, protected veteran status or marital status in accordance with local, State and Federal law.

INCUMBENT: _____

DATE: _____

REVIEWED BY: _____

DATE: _____

Nurse Administrator

Assistant to the Chair

DATE: _____