

**SIU School of Medicine
POSITION DESCRIPTION**

INCUMBENT: CSN: N10361.000 **FLSA:** Exempt

CLASSIFICATION: Charge Nurse **DATE:**

DEPARTMENT(S): General Internal Medicine – FQHC

DIVISION(S): Internal Medicine

Function:

This position provides full-time administrative and clinical duties in the General Internal Medicine Clinic which is operating under the scope of the SIU Federally Qualified Health Centers. This individual will utilize independent judgement and problem-solving skills to resolve routine operational issues and will directly supervise all nursing and medical assistant staff. In addition, this position will serve in a leadership role as the Nurse Manager for the GIM FQHC Clinic and will work directly with the Nurse Administrator on quality projects and will assist in the Internal Medicine Residency Program with training in the outpatient setting.

Organizational Relationship:

The incumbent will report to the Nurse Administrator of the GIM FQHC clinic, who in turn reports to the COO of the FQHC who serves as liaison with the Department of Internal Medicine administration. As Nurse Manager, this position will be part of the leadership team for clinic operations in conjunction with the GIM FQHC Nurse Administrator, GIM Medical Director, GIM Division Chief and the GIM Residency Program Director.

Duties and Responsibilities:

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

Administration **55%**

1. Administer all patient care activities, including floor nursing, triage nursing, procedures clinics and same day access to insure maximum efficiency and effectiveness in the General Internal Medicine outpatient clinic setting.
2. Provide oversight, correction, and mitigation of problems that arise in clinic, i.e. misunderstanding between staff members, physicians, and/or patients.
3. Monitor the quality of work and services performed by clinical staff. Ensures that functions are performed according to policies and procedures.
4. Contribute to the development and implementation of a Quality Assurance Program for the nursing staff and participates in patient care audits.
5. Contribute to the development, maintenance, and updating of nursing policies, procedures and standards of care.
6. Oversee the ordering, use and billing of medical supplies, pharmaceuticals and equipment for the clinic.
7. Oversee the process for care to nursing home patients.
8. Perform employee evaluations, approve sick/vacation time, assess need for compensatory time and participate in the disciplinary process as required.
9. Assign staff each week to cover clinics as patient load dictates. Assess needs for and use of part time staff/extra help staff.
10. Hire, supervise and evaluate nursing and medical assistant staff and reception staff.
11. Coordinate orientation and training for new personnel.
12. Conduct regular clinical staff meetings to communicate divisional, departmental, and organizational, changes, projects, and updates.
13. Serve as a clinical resource to clerical and ancillary personnel.
14. Attend in-service classes and other meetings as directed and as deemed necessary; suggests ideas for in-service training and improving patient education.
15. Attend FQHC Management and Board meetings as assigned.
16. Maintain Basic Life Support certification required to perform nursing duties.

Direct Patient Care: 40%

1. Assist physician/nurse practitioner/physician assistant(s) with clinics including but not limited to: preparing patient for examination, testing, and/or procedures; obtaining vital signs and other pertinent information; scheduling and/or explaining procedures/tests to patient and family.
2. Obtain complete health and nursing histories for individuals and families who are patients of the clinic; utilizes this information when providing telephone triaging, direct care and patient education.
3. Document patient's history, vital signs, and chief complaint in medical record.
4. Interview patients and their families to determine patient/family dynamics, needs, and identification of any contributing factors to illness; guides other staff members in patient teaching; and assists patient's family to participate in patient's teaching plan.
5. Coordinate follow-up of outpatient services; facilitates scheduling and performance of tests and procedures; provides follow-up care in conjunction with attending physician/nurse practitioner/physician assistant furnishing information and teaching.
6. Manage acute and/or episodic minor illness of outpatients, and recommends and initiates treatment as indicated.
7. Screen/triage telephone calls from patients and other customers; answers questions using professional knowledge, expertise, and nursing judgement, and documents actions in patient chart.
8. Administer medications by appropriate route with consideration for patient safety.
9. Responsible for facilitating efficient patient flow within assigned clinic.
10. Following guidelines/protocols established by physician/nurse practitioner/physician assistant(s), refills medications and documents such in patient chart.

Teaching

5%

1. Assist in teaching residents elements of practice management including time management in the clinic setting.
2. Evaluate and monitor progress of residents and other learners in the clinic.
3. Responsible for coordinating staff development seminars and in-services.
4. Serve as liaison between GIM Clinic and other institutions to coordinate nursing students, medical assistant students, and other types of learners in the clinic setting.

Skills, Abilities and Knowledge Needed for the Position:

- Sensitive to the needs of underrepresented minority populations.
- Must be able to work effectively under stress while maintaining an attitude of tact and diplomacy
- Graduation from an accredited school of nursing.
- Current licensure as a Registered Professional Nurse in Illinois.
- One year of nursing experience comparable to that gained as a Clinic Nurse.
- Must exhibit good communication skills.
- Knowledge of electronic health records.
- Knowledge of third party payers and authorization systems
- Experience supervising a large staff.

Responsibility:

- A. Supervisory Controls – Supervisory controls occur both written and orally from the Chief Operating Office for the SIU SOM FQHC's. However, this individual will need to use independent judgment and discretion to operate the clinics according to patient needs.
- B. Guidelines – This person will have access to a procedure manual of clinic procedures and a policy manual for the SIU School of Medicine. Performance appraisals are completed periodically according to school/department policy.

Difficulty:

- A. Complexity - The nurse must adapt to various practice styles of physicians in the FQHC GIM Clinic. The nurse manager must possess a variety of skills which he/she must provide calmly in an environment of constant interruptions and pressure.
- B. Scope and Effect - The incumbent is expected to maintain a suitable environment for ambulatory patients. His/her performance affects patients, physicians, and other clinical staff.

Personal Relationships:

The nurse has personal contact with the faculty and staff of the Department Medicine as well as staff from other SIU School of Medicine departments; residents and medical students; patients and families; pharmacists; pharmaceutical representatives; and personnel of St. John's Hospital and Memorial Medical Center for the purpose of acquiring, exchanging, and giving information and coordinating activities.

Possible Hazards:

- Contact with steam sterilizers
- Contact with occasional infectious patient

Environmental, Health and Safety Responsibilities:

Participates in meetings, training and other environmental, health and safety activities as required by SIU School of Medicine

Working Conditions/Physical Demands:

See attached Physical and environmental Requirements form.

SIGNATURES:

Incumbent: _____ **DATE:** _____

Reviewed By: _____ **DATE:** _____
Karla Mangiaricina, RN
Nurse Administrator

Approved By: _____ **DATE:** _____
Christina Smith, COO
SIU SOM FQHC

PHYSICAL AND ENVIRONMENTAL REQUIREMENTS

SIU SCHOOL OF MEDICINE

Incumbent: _____ Classification: **Charge Nurse**

Position No. (If applicable): _____ Department: **Internal Medicine-SMS**

WORK ENVIRONMENT: (Check all applicable environments)

<input checked="" type="checkbox"/> Office	<input type="checkbox"/> Hospital
<input checked="" type="checkbox"/> Clinic	<input type="checkbox"/> Warehouse
<input type="checkbox"/> Research Laboratory	<input type="checkbox"/> Outdoors
<input type="checkbox"/> Other (Be Specific): _____	

PHYSICAL DEMANDS:	Seldom	Occasionally	Frequently	Constantly	N/A
(Indicate frequency of activity during performance of position duties)	(Performed rarely less than 2% of the time)	(Performed less than 25% of the time)	(Performed 26% to 50% of the time)	(Performed 51% or most of the time)	

(Click on the Physical Demands Definitions button at the bottom of the form for a list of physical demands definitions)

Reading	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>
Writing	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>
Speaking	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>
Close visual acuity	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>
Travel	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>
Hearing - Conversation	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>
Hearing - Other Sounds	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>
Stooping	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Squatting	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Gross hand manipulation	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>
Fine hand manipulation	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>
Working in dust, fumes, gases, or irritants	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>
Working at heights	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>
Working in extreme cold, heat and/or humidity	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>
Working in close quarters	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>
Climbing	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>
Operating motor vehicles	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>
Sitting	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>
Standing	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>
Walking	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>
Working above shoulder level	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Twisting	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Kneeling	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Pushing or pulling	10 - 20 lbs.				<input type="radio"/>
Carrying	10 - 20 lbs.				<input type="radio"/>
Lifting	10 - 20 lbs.				<input type="radio"/>
Other (Please list): _____	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

I affirm the environmental and physical demands listed on this form are an accurate reflection of the requirements of this position to the best of my knowledge and belief.

I have read, understand and am capable of meeting the physical and environmental demands of this position.

Karla Mangiaracina, Nurse Administrator

Supervisor Signature

Date

Supervisor Name

Employee Signature

Date