



**OPEN CITIES HEALTH CENTER
JOB DESCRIPTION**

JOB TITLE: NURSE CLINICAL MANAGER (North End Location)

JOB CLASS: EXEMPT

REPORTS TO: DIRECTOR OF OPERATIONS

SUPERVISES:

N/A

OBJECTIVE/OVERVIEW:

This position is responsible for coordinating all operational aspects of the clinic. Plans, coordinates and directs staff to meet clinical, administrative, operational and support requirements.

ESSENTIAL FUNCTIONS:

- Administers established guidelines for prioritizing work activities, evaluating effectiveness, and modifying activities as necessary.
- Maintains accurate records pertaining to staff schedules.
- Maintains provider capacity reports in order to monitor patient panels.
- Reviews invoices, statements, receipts and charges for Clinical Operations and approves expenditures.
- Works with outside agencies; approves monthly billing invoices for contracted provider services.
- Develops and implements strategies for efficient patient flow and cycle time.
- Develops and implements processes to decrease wait time for patients, efficient communication methodologies to improve patient flow.
- Aligns people and projects to achieve initiatives.
- Works with staff to develop goals and objectives to improve performance.
- Values and supports cultural diversity and other individual differences in the workforce, creating a culture of compassion and sensitivity.
- Develops staff through coaching, mentoring, and training.
- Assists all staff in the interpretation of policies and procedures.
- Assesses current and future staffing needs based on organizational goals.

KNOWLEDGE, SKILLS, AND ABILITIES:

- Strong project management skills, analytical aptitude and problem-solving skills.
- Leadership skills and the ability to influence change.
- Time management and organizational skills.

- Oral and written communication skills.
- Proficient in Microsoft Office, including Word, Excel, Outlook and PowerPoint.
- Knowledge of the principles and practices of quality assurance, quality improvement, and quality management.
- Demonstrated supervisory skills and experience. Ability to motivate staff to perform at their highest levels.
- Cultural competence and experience working with patients of various income levels, racial/ethnic backgrounds, and educational levels.

MINIMUM QUALIFICATIONS:

Licensed to practice nursing in the state of Minnesota. College graduate with a degree in nursing. A minimum of five years clinical experience in site management is preferred. Previous experience working in a multi-clinic environment is preferred, preferably at the community level, working with high risk populations and populations of color.

I have read and reviewed the job description for the position of Nursing Clinical Manager. I understand the duties and responsibilities of this job, and agree to perform these functions to the best of my ability.

Employee Signature

Date