

**JOB DESCRIPTION**

**POSITION TITLE:** Care Team Supervisor  **REPORTS TO:** Nursing Department Supervisor

**DEPARTMENT:** Nursing **EMPLOYMENT STATUS:** Salary,-Exempt - Executive

**LOCATION:** Bellingham

**JOB PURPOSE:**

The Care Team Supervisor directly supervises two Care Team PODs consisting of POD RNs, MA staffs and LPN staffs. This includes, but is not limited to, oversight of care management, triage, phone consultations, infection control programs, immunization program, emergency preparedness, and daily operations for designated Care Team POD(s) in collaboration with other Care Team POD(s) and clinical and administrative staff. The Care Team Supervisor provides direction, guidance and oversite by writing and implementing policies, procedures and workflows designed to ensure the POD Care Teams meet the competency requirements necessary to meet the needs of all Unity Care Northwest patient in said PODs. The Care Team Supervisor uses policies and procedures as a guide to ensure clinical standards of care outlined within the Patient Centered Medical Home model are met. The Care Team Supervisor must be able to work alongside the nursing staff to provide at the elbow support, provide front line support for the Clinical Support Staffs in said Care Team POD and work directly with the POD(s) providers to provide clinical nursing support. The schedule for this position is Monday through Friday work-week with occasional Saturday rotations. This position requires the ability to travel to satellite clinics as required periodically. UCNW manages patient care using a team-based approach in our interactions with patients and working to achieve stated objectives and outcomes.

The Care Team Supervisor(s) also manage a select number of complex patient cases that require multidisciplinary coordination from an evidence based perspective to provide customized care plans designed to bridge gaps in care. The Care Team Supervisor provides care and case management services targeted at priority populations to meet goals for patient care, resource utilization and patient satisfaction and works closely internal and external resources consisting of, at a minimum, medical provider(s), LPN(s), Behavioral Health Consultant(s), IBH Case Managers, Medical Assistant(s) and other RN(s). Job duties include: Care & Case management, RN visits for acute and chronic medical conditions in collaboration with providers; patient education; phone and walk-in patient care; and quality improvement activities.

**JOB QUALIFICATIONS**

**Education and Experience:** At least two years of supervisory experience in a clinical setting preferred; preferably in a primary care clinic, completion of an accredited nursing education program. At least four years’ experience with out-patient clinic responsibilities preferred, preferably community health center experience. Diabetic Educator and motivational interviewing experience is preferred.

**Certification and Licensure:** Current Washington State RN license. Current CPR & BLS certification required.

**Specialized Skills & Knowledge:** Population care management concepts preferred. Must demonstrate excellent communication and assessment skills, problem solving skills, a strong knowledge in nursing practices and procedures, and have a ‘team’ concept attitude. Must demonstrate a strong knowledge of medical equipment, nursing procedures, documentation, patient education, & knowledge of community resources. Must be competent in general office skills such as computers (Electronic Medical Records & Microsoft Office products), faxes, telephones, and copy machines. Must be able to organize and prioritize work load. Must maintain an effective and positive professional working relationship with staff and patients at all times. Must have the ability to understand and respond effectively and with sensitivity to special populations served by UCNW. Special populations include those defined by race, ethnicity, language, age, sex, sexual orientation, economic standing, disability, migrant and seasonal workers, homeless and others.

**Blood-Borne Pathogens Exposure:** Category: I

This position’s roles and functions in our team-based model include:

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| **JOB DUTIES AND RESPONSIBILITIES** | **JOB PERFORMANCE STANDARDS** |
|  |  |
| **Communication:** | 1. Asks for direction when unsure of job expectation. |
|  | 1. Makes suggestions and addresses concerns in a constructive manner. |
|  | 1. Utilizes appropriate channels of communication in problem-solving and conflict resolution. |
|  | 1. Communicates effectively and courteously to all UCNW staff. |
| **Organization & Time Mgmt.:** | 1. Does not allow personal issues to interfere with workload; keeps social interaction with other staff to a minimum. |
|  | 1. Takes and returns from breaks and lunch times in a timely manner. |
|  | 1. Maintains a clean, orderly and professional work area. |
|  | 1. Seeks out appropriate uses of time during non-busy periods. |
| **Safety/CQI:** | 1. Ensures safe work environment and promotes accident prevention. |
|  | 1. Utilizes cause for concern form to identify situations that have an impact on care delivery, safety or customer service. |
| **Work Ethic:** | 1. Consistently demonstrates strict adherence to policies and procedures. |  |
|  | 1. Takes responsibility for own actions and seeks to correct any mistakes. |  |
|  | 1. Consistently reports to work on date and time scheduled. |
|  | 1. Self-initiates and follows through on assignments in a timely manner. |
| **Team Contribution:** | 1. Participates in and supports team meetings, activities, and/or problem solving. |
|  | 1. Promotes positive team work and cohesiveness between all staff. |
|  | 1. Provides constructive and creative recommendations for improvements in own area of responsibility or the clinics system as a whole. |
|  | 1. Acts as a resource, communicates appropriate knowledge, skills and conduct. |
| **Service Excellence:** | 1. Maintains a high level of quality, accuracy and neatness in work performed. |
|  | 1. Remains calm and tactful during stressful situations, emergencies and confrontations. |
|  | 1. Prioritizes customer service and customer satisfaction. |
|  | 1. Demonstrates an awareness of and commitment to the goals and mission of UCNW. |
| **Professionalism:** | 1. Maintains appropriate personal boundaries with clients. |
|  | 1. Accepts supervision and criticism in a constructive manner. |
|  | 1. Maintains professional appearance appropriate for position. |
|  | 1. Maintains organizational and patient confidentiality. |
|  | 1. Demonstrates an ability to adapt to change. |
| **Supervisory Duties:** | 1. Directly supervises and provides daily guidance and direction for two Care Team POD(s) Clinical Support staffs including: POD RNs, LPNs, CTCs, and Medical Assistants in accordance with UCNW’s policies and procedures and applicable laws and is responsible hiring, orienting, delegating, coaching, mentoring, disciplining, terminating, and performing timely performance evaluations. |
|  | 1. Manages Clinical Support staff sick calls timely and collaborates with other Care Team Supervisors to ensure appropriate staffing ratios are met throughout the clinic. |
|  | 1. Manages PTO requests and works in collaboration with the Clinical Support Coordinator to ensure time off decisions are communicated and posted on the staffing calendar timely. This includes creating and updating the monthly schedule; approving/disapproving leave requests; and addressing daily changes in the schedule including call-ins, coverage for lunches and breaks, and unexpected late arrivals and early departures. |
|  | 1. Manages Care Teams performance goals, metrics and standards and ensures care is consistent with the Patient Centered Medical Home model, specific grants requirement, CHP quality measures, UCNW quality measures and patient care measures associated with Federal Funding. Maintains compliance with all regulatory agencies, grants, policies, procedures, applicable laws, and other applicable regulatory requirements. |
|  | 1. Works in collaboration with the Care Team Supervisor(s) to develop and implements tools and strategies to improve: Care team workflows, achievement of standards, and efficiency throughout the clinic. Effectively utilizes monthly POD Team Meetings to prioritize these agendas. |
|  | 1. Works in collaboration with the Care Team Supervisor(s) to determine POD Meeting Agendas. Works in collaboration with the Nursing Department Supervisor and when applicable the Medical Operations Manager to develop RN Meeting agendas and Clinical Support Staff Department Meetings. |
|  | 1. Collaborates with the Nursing Department Supervisor, Clinical Support Coordinator and when applicable the Medical Operations Manager to strategize methods and activities to ensure Clinical Support Staffs are trained appropriately, new employees are on boarded and trained properly, competencies are assessed appropriately and staff satisfaction is assessed and actions taken to promote staff retention. |
|  | 1. Under the direction of the Nursing Department Supervisor works collaboratively with the Care Team Supervisor(s) to create, implement, evaluate, and update medical clinic policies and procedures |
|  | 1. Provides constructive feedback, coaching and implementation of performance management in accordance with Unity Care Northwest policies and procedures. |
|  | 1. Participates in management team meetings and other meetings as required and applicable. |
|  | 1. Other duties as assigned |
| **Health Coach Duties:** | 1. Performs independent RN visits for both acute and chronic conditions in collaboration with provider(s), IBH and POD Lead RNs. May also assist provider with office visits for case managed or complicated patients to take history, collect outside records as needed, obtain vitals and lab specimens, provide health education, coordinate care, connect to resources, arrange follow up. Phone management of test results and plan. |
|  | 1. Works within a multidisciplinary health care team to provide care and meets clinical performance measure goals/performance metrics for quality care, resource utilization E.G. Emergency room use and patient satisfaction. |
|  | 1. Implements the medical and nursing plan of care using the nursing assessment of the patient’s readiness to learn, health literacy and educational needs and preferences and agreed upon self-management goals. |
|  | 1. Educates patients in a wide variety of health care subjects such as nutrition and life style issues, sexually transmitted diseases, basic health care maintenance, chronic disease management and processes, medication action and side effects, self-administration of medications. Assess readiness for change behavior using motivational interviewing to partner with Health Coach to achieve health goals. |
|  | 1. Back up POD RN when necessary. Prioritizes and coordinates patient care, connects patients to resources, monitors progress with health goals. |
|  | 1. Consults and communicates with outside providers, including nursing homes, pharmacies and specialty providers to meet patient care goals. |
|  | 1. Reviews lab results for urgent abnormal results. |
|  | 1. Performs patient follow-up including notifying patients of laboratory results per provider direction, schedule patients for follow-up or RN visits. |
|  | 1. Communicates significant findings/changes in patient condition to the provider in a timely basis. |
|  | 1. Documents accurately, objectively, timely and completely and includes a plan of care. |

**PHYSICAL, SENSORY, ENVIRONMENTAL QUALIFICATIONS:**

In a typical day, this job involves the activities listed below. Indicate the frequency of performance of each activity by placing a check mark (✓) in the appropriate column.

R = rarely *(less than 0.5 hour per day)*

O = occasionally *(0.5 to 2.5 hours per day)*

F = frequently *(2.5 to 5.5 hours per day)*

C = continually *(5.5 to 8 hours per day)*

NA = not applicable

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| **Physical Activity** | **R** | | **O** | **F** | C | **NA** | **Describe any job duty which requires repetition or a unique application of the activity.** |
| Sitting |  | |  | ✓ |  |  |  |
| Stationary standing |  | |  | ✓ |  |  |  |
| Walking |  | |  |  | ✓ |  |  |
| Ability to be mobile |  | |  |  | ✓ |  |  |
| Crouching (bend at knee) |  | | ✓ |  |  |  |  |
| Kneeling/crawling | ✓ | |  |  |  |  |  |
| Stooping (bend at waist) |  | |  | ✓ |  |  |  |
| Twisting (knees/waist/neck) |  | |  | ✓ |  |  |  |
| Turning/Pivoting |  | |  | ✓ |  |  |  |
| Climbing | ✓ | |  |  |  |  |  |
| Balancing | ✓ | |  |  |  |  |  |
| Reaching overhead |  | | ✓ |  |  |  |  |
| Reaching extension |  | |  |  | ✓ |  |  |
| Grasping |  | |  |  | ✓ |  |  |
| Pinching |  | |  |  | ✓ |  |  |
| Pushing/Pulling: |  | |  | ✓ |  |  |  |
| Typical weight:  Circle the appropriate weight in pounds  1-10 **11-20** 21-30 31-40  41-60 61-80 81-100 >100 |  | |  |  |  |  |  |
| Maximum weight:  Circle the appropriate weight in pounds  1-10 11-20 **21-30** 31-40  41-60 61-80 81-100 >100 |  | |  |  |  |  |  |
| Lifting/Carrying: |  | |  |  |  |  |  |
| Typical weight:  Circle the appropriate weight in pounds  1-10 **11-20** 21-30 31-40  41-60 61-80 81-100 >100 |  | |  |  |  |  |  |
| Maximum weight:  Circle the appropriate weight in pounds  1-10 11-20 **21-30** 31-40  41-60 61-80 81-100 >100 |  | |  |  |  |  |  |
| Other physical activities |  | |  |  |  |  | Keyboarding |
|  |  | |  |  |  |  |  |
| **Sensory Activities** | **R** | | **O** | **F** | **C** | **NA** | **Describe any job duty which requires repetition or a unique application of the activity.** |
| Talking in person |  | |  |  | ✓ |  |  |
| Talking on telephone |  | |  | ✓ |  |  |  |
| Hearing in person |  | |  |  | ✓ |  |  |
| Hearing on telephone |  | |  | ✓ |  |  |  |
| Vision for close work |  | |  |  | ✓ |  |  |
| Other sensory requirements |  | |  |  |  |  |  |
| **Environmental Factors** | | **SPECIFY** | | | | | |
| Safety requirement:  -clothing  -required safety equipment  -activities performed | | Gloves, mask, safety glasses, protective gown. | | | | | |
| Exposures:  -fumes  -chemicals  -blood or other bodily fluids  -cold/heat  -dust | | Handling of sharp instruments/needles, exposure to blood and bodily fluids on regular basis | | | | | |
| Operation of equipment, vehicles or tools | | N/A | | | | | |
| Required infection control standards | | Review policy. | | | | | |
| Other environmental factors | | N/A | | | | | |

I, the undersigned, acknowledge that I have read the above job description and agree that it defines the position as it currently exists. The undersigned also understand that the above is intended to describe the general content of and requirements for performance of this job. It is not to be considered as an exhaustive statement of duties, responsibilities, or requirements and does not limit the assignment of additional duties at the discretion of the supervisor.

**Employee Signature: Date:**

**Supervisor Signature: Date:**