



**VALLEY HEALTH TEAM**  
LIVE BETTER. VIVE MEJOR.  
JOB DESCRIPTION

POSITION:	DIRECTOR OF NURSING
REPORTS TO:	CHIEF EXECUTIVE OFFICER
POSITIONS SUPERVISED:	NURSING STAFF, MEDICAL ASSISTANTS
CLASS:	REGULAR
CAT:	FULL-TIME EXEMPT

**BASIC FUNCTIONS:**

Under the general direction of the Chief Executive Officer (CEO), the Director of Nursing (DON) will assume the responsibility for the Valley Health Team, Inc. (VHT) Health Centers' (HC) Quality Assurance administrative activities in addition to directing and supporting the clinical/nursing operations in designated areas within the organization. The individual will directly be responsible for the clinical team, nurses and medical assistants, within the health centers. The DON will work closely with the providers and other health center leaders to assure coordination and implementation of clinical, ancillary, and business services in the health centers to meet or exceed standards while providing excellent patient experience across all services. Travel to VHT Health Centers is required.

**DUTIES AND RESPONSIBILITIES:**

1. Uphold Valley Health Team policies and procedures.
2. Adhere to written Quality Management Program.
3. Analyze and report potential quality issues to Chief Medical Officer (CMO) and CEO.
4. Work collaboratively with HC managers, providers, support staff, and leadership team to ensure efficient and effective HC operations.
5. Utilize communication strategies to address challenges result in productive resolution.
6. Ensure the scheduling of nursing staff is optimized for VHT HCs.
7. Possess strong problem solving skills to assist in effective resolution.
8. Prioritize, delegate, and supervise work assignments to ensure patient care is complete.
9. Train, monitor, evaluate and provide feedback to nurses and medical assistants.
10. Mentor, orient, and coach clinic specific operations and patient care to clinical support staff.
11. Ensure staff follows protocols for storing vaccines, administering injections, and venipuncture.
12. Review and update policy and procedure manual as changes are approved.
13. Develop, manage, and continue to improve processes of Quality and Risk Management for HCs.
14. Liaison between VHT and the state regulatory agencies for patient care issues.
15. Monitor, report, and manage necessary studies to assure the quality care for patients treated by the VHT providers.
16. Ensure timely quality management communication and reports flow through appropriate channels to appropriate individuals.
17. Stay current with Quality Assurance and Quality Improvement initiatives and implement as directed.
18. Aid the Health Education Programs Manager in all the activities.
19. Ensure immunizations for VHT employees follow protocols and documentation is forward to HR.
20. Provide direct patient care as needed.
21. May require temporary reassignment of "home facility" to any VHT satellite facility.
22. Maintain confidentiality of VHT's business.
23. Work cooperatively with all staff members and outside resources to deliver high quality service.
24. Observe and practice all VHT Patient Experience Service Standards as outlined in "World Class Practices: My Commitment to Care (which I have read and signed). Practice CICARE when interacting with patients, their families, visitors, or internal customers.
25. Practice CICARE phone etiquette during all phone interactions.

26. Always exercise courtesy whenever patients, family members, visitors and co-workers are present.
27. Respect privacy and dignity of our patients, family members, visitors and co-workers.
28. Maintain professionalism in the presence of patients, their families, visitors and co-workers.
29. Act as a role model, verbally and behaviorally demonstrating skill, enthusiasm, positive problem solving, commitment and loyalty to the profession and the organization.
30. Engage as a member of the care team caring for individuals in the community
31. Prep for and lead daily huddles
32. Promote and educate on evidence-based preventive care, chronic care needs, and self-management support
33. Deliver clinical screening tests and immunizations
34. Follow applicable regulations: Joint Commission, OSHA, HIPAA, and CLIA.
35. Serves and protects the practice by adhering to professional standards, policies and procedures, federal, state, and local requirements, and The Joint Commission Accreditation of Healthcare Organization standards
36. Perform other related duties, which may be inclusive, but not listed in the job description.

**MINIMUM QUALIFICATIONS:**

1. Graduate of an accredited school of registered nursing
2. Current California RN license
3. Current Basic Life Support card
4. Supervisory experience preferred
5. Minimum 1 year experience in administration management ; FQHC work experience preferred
6. Ability to communicate effectively and fairly: verbally and in writing.
7. Possess strong organizational and multi-tasking skills.
8. Must demonstrate integrity, sound judgment and strong leadership skills
9. Ability to work independently and as a team member to improve care for patients with chronic diseases.
10. Proven capabilities in building and maintaining cross-functional relationships in intense environments that demanded fast adjustments to shifting priorities
11. Must have strong computer skills and knowledge of MS Office Suite (e.g. Word, Excel, Access, Visio, etc.)
12. Experience with i2i Tracks and NextGen software highly preferred
13. Ability to work a flexible schedule, including early mornings, evenings or weekends in locations.
14. Must have own transportation, valid CA Driver License and proof of current automobile insurance coverage.
15. Demonstrated ability to provide world-class patient experience using CICARE principles and practices. Ability to be proactive and to go above and beyond the call of duty; take initiative to provide a world class patient experience in all encounters via email, phone or in person.

**TYPICAL WORKING CONDITIONS:** The office setting is a normal work environment. May be subjected to temperature variances in the office.

**TYPICAL PHYSICAL DEMANDS:** Requires sitting, standing, or walking for up to eight hours a day. Some bending, stretching, or reaching may be necessary. Lifting up to 40 pounds may be required on occasion. Vision must be correctable to 20/20 and hearing must be in the normal range for telephone contact.

**WORK ENVIRONMENT:** The work environment characteristics described here are representative of those an employee encounters while performing 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 may come in contact with hazardous equipment such as liquid nitrogen, cleaning agents, and sharps. The noise level in the work environment is usually moderate but may become excessively loud with the increased patient flow during a busy clinic day.

I, the employee, understand the responsibilities and standards of my position as listed above, and I agree to fulfill them to the best of my ability. I understand I am an at-will employee and can be terminated at any time with or without cause. I also understand the Valley Health Team Inc. will not be responsible in any manner for termination's which are due to defunding of Federal or State Contracts. I also agree that the VHT Board of Directors have the right to modify the Personnel Policies which govern my employment at any time.

This organization is an Equal Opportunity Employer. It is our policy to comply with all applicable state and federal laws prohibiting discrimination in employment based on race, age, color, sex, religion, national origin, or other protected classification.

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Employee's Signature

\_\_\_\_\_  
Date