Position Title: Nursing Supervisor

General Purpose of Job Position: The Nursing Supervisor manages the daily clinical operations and functions as a liaison between staff members, providers, and site manager. In collaboration with the assigned Director and Site Manager, plans and implements the services of the department and is responsible for the scheduling, staffing, and financial operations for the clinical area.

MINIMUM QUALIFICATIONS AND STANDARDS

Education: Graduate of LPN program required. College courses in management or a specialty area preferred.

Experience: At least (5) years previous healthcare experience, demonstrated leadership abilities in program development, strong customer service and communication skill, budget and clinical background.

Certifications/Licensure: PA LPN license required

Positions Supervised: Clinical staff to include: Medical Assistants, LPN’s

GENERAL REQUIREMENTS

Physical Requirements: The physical demands below are typical of those that must be met by the employee to successfully perform the essential functions of the position. Requires normal vision, hearing, and/or the ability to effectively communicate both orally and in writing. Reasonable accommodations may be available for individuals with disabilities upon employee written request.

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Working Environment:
- Primarily performed in a well-illuminated, climate-controlled, indoor, smoke-free business office environment within the facilities of Summit Physician Services and/or of Summit Health.
- Will be required to travel to other facilities within the organization in order to attend meetings, training sessions, etc.
- Scheduling hours: Primarily Monday – Friday during normal business hours. Work demands may require alternative and/or additional working hours based upon departmental and organizational needs.

Health Hazards: All employees receive training in hand washing practices and Universal Precautions and have access to personal protective equipment if direct exposure to infectious and/or communicable diseases is anticipated. Position subject to interruptions, noise, and/or odors daily.
- ☑ Has category 1 risk of exposure to infectious and/or communicable diseases. Position requires tasks that involve exposure to blood, body fluids, and/or tissue. Risk of personal injury / puncture wounds from vaccines, injections, lab procedures, etc.
- ☐ Has category 2 risk of exposure to infectious and/or communicable diseases. Position does not normally involve exposure to blood, body fluids, or tissue however work may require the unplanned performance of such tasks.
- ☐ Has category 3 risk of exposure to infectious and/or communicable diseases. Position does not require tasks that require contact with blood, body fluids, or tissue.

SPS Priorities for Service Excellence: We rank the following as our top Service Priorities (in order of importance).
- Safety
- Compassion
- Quality
- Efficiency

Reporting Structure: Reports to the position of Director, Family Practices, Director, Surgical Specialties or Director, Specialty Medicine. In his/her absence, reports to the position of Vice President, Physician Practices.

Disclaimer: These essential job functions are requirements of the position which must be performed either with or without reasonable accommodation. The essential job function list is intended to be a guide rather than a limitation. Summit Physician Services possesses the right to add new responsibilities to the list as business demands dictate. Some of the essential job functions may exclude individuals who pose a direct threat/significant risk to the health and safety of themselves or others. By identifying essential job functions, we are in no way stating or implying that these required tasks are the only activities that are to be performed by the employee occupying this position. In addition, employees will also be expected to follow any other job-related instructions and to perform any other job-related duties that are included in the job description. The preceding requirements represent only the minimum acceptable levels of knowledge, skills, and/or abilities that a job incumbent must possess; in order to perform the job successfully, the incumbent will possess additional aptitudes so as to perform the other duties that the job description entails. This job description is not an employment contract, implied or otherwise. The employment relationship remains at-will.

Original Date: October 10, 2012
Revised Date(s): 2/18/15
Essential Job Functions, Duties, and Responsibilities: The following list of duties is not intended to be restrictive or all inclusive. The fact that certain duties may not be listed does not limit the assignment of additional and/or other duties.

1. Assists the provider in delivery of patient care, works with provider to resolve all emergent patient or clinical issues in a timely manner
2. Oversees the day-to-day operations in the clinical area of the physician practice
3. Works in the clinic as needed, performs Medicare wellness visits
4. Promptly informs clinical staff of policy or procedure changes along with any other issues that might affect their work routine
5. Conducts monthly clinical meetings
6. Constantly strives to reduce inefficiencies; utilizes Lean techniques for process improvement
7. Assists the Site Manager in planning for typical, cyclical demands, coordinates Flu Clinics
8. Ensures compliance with SPS policy by coordinating annual employee flu shots, CPR renewals and licensing
9. Responsible for ordering and maintaining proper inventory levels for clinical area
10. Ensures practice is compliant with State regulations for operation of a laboratory. Ensures CLIA certificate/State licensure is up-to-date
11. Ensures proficiency testing is completed timely and accurately, if applicable
12. Ensures quality control measures are performed according to State guidelines and manufacturer’s recommendations located on the product package inserts
13. Ensures safety guidelines are followed within the practice, completes monthly safety checks, coordinates fire drills
14. Arranges for maintenance and calibration of equipment, including audiometers, microscope, etc.
15. Ensures biohazard and OSHA guidelines are followed within the practice
16. Ensures compliance with HIPAA regulations and patient confidentiality
17. Responsible for communicating sensitive, critical information to patients, including abnormal pathology values.
18. Ensures appropriate orientation of new employees and on-going training and development of clinical staff to meet changing technological needs and organizational demands
19. Completes annual employee evaluations for clinical staff
20. Attends Site Manager meetings and other pertinent meetings as required for position/office
21. Develops schedule for clinical staff; ensures adequate staffing by managing employee time off requests
22. Participates in the recruitment, selection and hiring process for clinical positions
23. Proactive in employee mentoring, coaching, and discipline
24. Promotes staff education opportunities and coordinates training
25. Responsible for bi-weekly completion of clinical employee payroll
26. Provides total office supervision in the absence of the Site Manager

Knowledge, Skills, and Ability Requirements
1. Must have high level of interpersonal skills to handle sensitive and confidential situations
2. Working knowledge of medical terminology
3. Good phone skills; Excellent Customer Service
4. Demonstrates good organizational skills in the preparation of daily work schedules and the assignment of duties and responsibilities
5. Knowledge of basic computer applications in office management required
6. Ability to effectively work with and through physicians, subordinates, customers, and other SPS personnel in a cooperative, collaborative manner
7. Strong written and verbal communication skills
8. Ability to efficiently and effectively manage multiple tasks
9. Ability to work in a fast paced, customer service oriented environment
10. Demonstrates ability to promote quality improvement through development and maintenance of standards
11. Knowledge of and the ability to interpret/incorporate organizational policies, procedures, and standards
12. Ability to maintain professional conduct in emergency situations
13. Experience working with computer systems, preferably healthcare related