

ATTACH APPROPRIATE COVERSHEET

Instructions

- Pre-employment:*** To accompany a job description which is being sent as part of the job offer package
Only coversheet is to be returned along with signed offer letter
- Orientation:*** Forwarded to manager on employee's first day of employment for review and explanation of duties and responsibilities
Only signed and dated coversheet is to be returned to HR for inclusion in Personnel File
- 6-Month Evaluation:*** Forwarded to Manager for 6-month probationary review. Signed and dated cover, along with completed evaluation, are to be returned to HR for inclusion in Personnel File
Probationary Extension requires Executive Director's approval.
- Annual Evaluation:*** Forwarded to Manager for annual review. Signed and dated cover, completed evaluation and Transaction sheet for annual increase are to be returned to HR for inclusion in Personnel File and Payroll action.
Delay of Increase requires Executive Director's approval.

General Definition and Scope of Job

The Director of Nursing for Community Health Centers is responsible for the development of nursing policies, quality improvement efforts, the coordination of staffing and professional development for the nursing and support staff of the community health centers (CHCs) of Harbor Health's medical departments. Duties include, but are not limited to assisting the clinical nurse managers of the CHCs who are responsible for the day-to-day functions of the nursing and clinical support staff by: facilitating problem solving; staffing; designing and implementing professional development plans/programs; project management of strategic goals and objectives and assisting in the development of the medical home model infrastructure. . Directly responsible for: the management and supervision of the Clinical Nurse Manager and nursing staff of the GGCHC; the development and implementation of nursing policies and procedures; and the Infection Control Plan

Minimum Skills, Experience and Educational Requirements

Five years experience in clinical nursing
2 - 3 years of supervisory or administrative experience
Excellent organizational and interpersonal skills
Excellent communication skills both written and verbal
Computer literacy
Intermediate to advanced skills in Microsoft Office Word, Excel and Outlook

Required Certifications and Licenses

Massachusetts Nursing License
CPR (or receipt of certification within 3 months of hire)
Infection Control certification (or receipt of certification within 2 years of hire)

Supervisory Responsibility

Nurse Manager GGHC

Substitutions for Skills, Experience and Education

BSN for ten years of direct nursing care
AA and 5 years of direct nursing care
5 Years in health care management

Preferred Skills, Experience and Educational Requirements

Graduation from Accredited School of Nursing
BSN and 3 Years of nursing
Intermediate computer skills
Ambulatory nursing experience preferred
MSN
Infection Control Certification Preferred

Essential Personnel

During emergency operations may be required to report to work or remain at work.

Critical Demands of the Job

Handle multiple requests and prioritize appropriately.

Must be able to timely travel among all HHSI sites \

Must be able to travel to and attend conferences

Attention to details and prompt follow up.

Must be able to lift 10-15 pounds.

Must be able to bend, stoop, reach and stand for long periods of time.

Working Conditions

Well-lighted environment with comfortable surroundings.

Stressful at times due to competing demands and project deadlines.

Duties may include some occupational risk with exposure to chemicals, bodily fluids, and injury from medical equipment.

Competency Measurements:

Below are general guidelines to assist the evaluator in identifying how the employee's competencies are met.

- ✓ For each competency or duty be sure to check as many as apply.
- ✓ The evaluator is required to articulate how, why and when in the Comments area for any competencies or duties that are rated ***Below Standards*** or ***Exceeds Standards***,

1 = ***Employee observed a procedure or attended a training.***

In the *Comments* area note when the employee observed the procedure or name the specific training, which s/he attended.

2 = ***Employee was observed while completing the work.***

Evaluator has witnessed the employee performing the competency or duty. The evaluator may also use feedback data gathered from the employee's internal and external customers. It is the evaluator's responsibility to validate any information, which s/he has not personally witnessed with the sources providing the data; ensure that the data is objective and not subjective.

If the evaluator identifies the source(s), be sure to identify the source generically (provider, patient, co-worker etc.).

3 = ***Employee demonstrated competency through a written measurement.***

This category may include work completed such as a report, notes in medical records, memos, or other documentation. Included in this category are automated forms of work for which the employee is required to perform such as data entry into a database or the creation, production or editing of reports.

4 = ***Employee demonstrated competency through an oral report.***

This category may include responses to questions posed by the evaluator as a routine part of the position (e.g. reporting on the condition of a patient, presenting recommendations for procedures or improvements etc.). It may also include presentation to colleagues or other audiences.

5 = ***Employee demonstrated competency through a simulated work experience.***

This category may include such situations as presentations or demonstrations of competency to colleagues or others in a classroom or similar environment.

Measurement Criteria:

Below are listed general definitions of the ratings. The evaluator should use these definitions and make appropriate comments of explanation as necessary to better define and provide clarity for the employee.

Below Standard

- ✓ Employee consistently falls below performance standard and expectation of the listed competency or essential function for all or most of the evaluation period; *and/or*
- ✓ Employee consistently falls below the performance objectives related to this competency or essential function for all or most of the evaluation period; *and/or*
- ✓ Employee requires consistent supervision and/or corrective action in order to accomplish the performance objectives of this competency or essential function; *and/or*
- ✓ Employee is not able to demonstrate basic understanding of position responsibilities of this competency or essential function.

Meets Standard Most of the Time

- ✓ Employee meets the performance standard and expectation of the listed competency or essential function for most but not all of the evaluation period; *and/or*
- ✓ Employee meets the performance objectives related to this competency or essential function during most but not all of the evaluation period; *and/or*
- ✓ Employee requires regular supervision and/or corrective action in order to meet performance objectives for this competency or essential function; *and/or*
- ✓ Employee demonstrates a limited understanding of his/her position responsibilities related to this competency or essential function.

Meets Standard

- ✓ Employee meets all the performance standard and expectations of the listed competency or essential function during all of the evaluation period; *and/or*
- ✓ Employee meets the performance objectives related to this competency or essential function during all of the evaluation period; *and/or*
- ✓ Employee requires limited supervision to meet the objectives of this competency or essential function; *and/or*
- ✓ Employee demonstrates an understanding his/her position responsibilities related to this competency or essential function.

Exceeds Standards

- ✓ Employee exceeds all performance expectations and requirements for this competency or essential function for most or all of the evaluation period; *and/or*
- ✓ Employee meets all his/her performance objectives related to this competency or essential function for most or all of the evaluation period; *and/or*
- ✓ Employee does not require supervision to accomplish the objectives of this competency or essential function *and/or*
- ✓ Employee demonstrates an expertise and mastery, which is well beyond the scope of the standard; *and/or*
- ✓ Employee's skills and impact on the work environment is positive and highly valued.

Note:

The reviewer is required to provide specific examples of how the employee either "exceeds" or "does not meet" ratings.

NOTE: Any items checked in the Below Standard or Exceeds Standards column must be explained in the “Comments” section below the item.

Core Competencies	Exceeds Standards	Meets Standards	Meets Standard Most of the Time	Below Standard
1. Actively supports, promotes and works to fulfill the Mission, Vision and Values of HHSI. .				
Exhibits an appreciation and understanding of the diversity of HHSI patients and staff				
Ensures a welcoming and inclusive environment for patients and staff through actions and manner				
Understands and is able to effectively communicate the HHSI Mission and Vision to staff as well as external customers				
Demonstrates initiative.				
Demonstrates a positive attitude.				
Competency Validation: <input type="checkbox"/> 1 <input type="checkbox"/> 2 <input type="checkbox"/> 3 <input type="checkbox"/> 4 <input type="checkbox"/> 5				
Comments:				
2. Provides excellent customer service to external and internal customers.				
Demonstrates by attitude and action recognition of the importance of customer service and business appropriate interactions with patients, visitors, vendors and internal customers.				
Puts into practice on a daily basis the philosophy that we can never do too much to meet our customer needs.				
Maintains as a focal point in patient relations/care, that confidentiality is a major component of our customer service.				
Communicates effectively and respectfully with personnel at affiliate offices and with co-workers.				
Works as a team member helping others as needed to contribute to the overall success of the organization.				
Competency Validation: <input type="checkbox"/> 1 <input type="checkbox"/> 2 <input type="checkbox"/> 3 <input type="checkbox"/> 4 <input type="checkbox"/> 5				
Comments:				
3. Meets all competency requirements annually per department standards. <i>(Attach unit competency documentation and development plan if necessary)</i>				
Understands and performs all functions of the position.				
Effectively uses machines, equipment, forms, automated applications, etc. as required in performing assigned work.				
Knows where and how to access and effectively use information required in performing duties and responsibilities				
Able to identify problems and develop feasible solutions within area of responsibility.				
Effectively plans, organizes and prepares work and sets priorities. Understands the importance of maintaining schedules and meeting deadlines.				
Uses resources wisely.				
Work is accurate and complete.				

Core Competencies	Exceeds Standards	Meets Standards	Meets Standard Most of the Time	Below Standard
<p>Understands and demonstrates knowledge of different ages and populations according to the following guidelines. (Circle all that apply).</p> <p>1 – Infants (birth to 1 year) 5 – Adolescents (12-18 years) 2 – Toddlers (1-3 years) 6 – Early Adulthood (19-45 years) 3 – Pre-school (3-6 years) 7 – Middle Adulthood (46-60 years) 4 – School Age (6-12 years) 8 – Late Adulthood (61 years & up) 9 – All Ages Apply</p>				
Competency Validation: <input type="checkbox"/> 1 <input type="checkbox"/> 2 <input type="checkbox"/> 3 <input type="checkbox"/> 4 <input type="checkbox"/> 5				
Comments:				
4. Meets mandatory education, safety, and health requirements.				
Realizes the importance of a safe working environment and uses proper safety procedures.				
Meets all mandatory training requirements and keeps current with professional licenses and certifications				
Participates in annual and/or mandatory training activities.				
Ensures that security protocols are enacted and followed				
Tuberculosis testing completed on time				
Hepatitis B (if required)				
CPR (if required)				
MMR (if required)				
Ensures direct reports are current with all immunizations				
Ensures direct reports attend annual an/or mandatory training				
Competency Validation: <input type="checkbox"/> 1 <input type="checkbox"/> 2 <input type="checkbox"/> 3 <input type="checkbox"/> 4 <input type="checkbox"/> 5				
Comments:				
5. Complies with Harbor Health Services, Inc. policies and procedures, and pro-actively participates in the successful implementation of new initiatives				
Timely reads the Communication Log and takes appropriate action as necessary				
Ensures that employees are timely reading Communication Log				
Demonstrates and models a positive and professional demeanor				
Understands and effectively uses Quality Improvement methodology in the work performed				
Understands, complies and implements Department specific sections of the Quality Assessment and Improvement Plan and ensures direct reports are doing the same.				
Actively participates on committees and process improvement teams				
Understands the importance of presenting a good image to customers in appearance and work habits. Follows dress code policies and ensures direct reports and other are following the dress code				

Core Competencies	Exceeds Standards	Meets Standards	Meets Standard Most of the Time	Below Standard
Actively participates in ensuring that policies and procedures are enacted as intended				
Maintains patient and employee confidentiality and right to privacy at all times				
Keeps work area in good order				
Competency Validation: 1 2 3 4 5				
Comments:				
6. Demonstrates positive management and supervisory competencies				
Ensures new employees are appropriately oriented to the Department and HHSI policies and procedures, his/her duties, the physical plant and the HHSI mission				
Effectively and timely communicates pertinent information to direct reports and management staff				
Effectively and diligently models appropriate behavior				
Provides professional support, training and supervision to direct reports				
Ensures that reviews are completed equitably and in a timely manner				
Proactively and appropriately addresses and/or mediates basic employee relations concerns				
Competency Validation: 1 2 3 4 5				
Comments:				
7. Understands and manages assigned budget				
Develops and appropriately advocates for departmental budget				
Implements and monitors personnel, capital, and as appropriate the visit budget				
Understands and complies with required processes including paper work and flow				
As applicable ensures that all processes and associated paper work are effectively and accurately processed to ensure visit payments				
Competency Validation: 1 2 3 4 5				
Comments:				
8. Attendance				
Can be depended on to work as scheduled with a good attitude toward work.				
Regularly arrives and is ready to work on time				
Regularly returns and is ready to work from scheduled break (rest and meal periods) on time				
Regularly arrives on time for meetings				
Accurately and timely complies with all aspects of the Time and Attendance Policy				
Actively participates in on-call responsibilities as required.				
Competency Validation: 1 2 3 4 5				

Core Competencies	Exceeds Standards	Meets Standards	Meets Standard Most of the Time	Below Standard
<i>Comments:</i>				

NOTE: Any items checked in the Below Standard or Exceeds Standards column must be explained in the “Comments” section below the item.

Essential Job Functions and Responsibilities	Exceeds Standards	Meets Standards	Meets Standards Most of the Time	Below Standard
1. In collaboration with department managers develop staffing patterns/models for clinical areas.				
Competency Validation: <input type="checkbox"/> 1 <input type="checkbox"/> 2 <input type="checkbox"/> 3 <input type="checkbox"/> 4 <input type="checkbox"/> 5				
Comments:				
2. In collaboration with Department Managers, recommends, implements and problem solves activities regarding department operational issues.				
Competency Validation: <input type="checkbox"/> 1 <input type="checkbox"/> 2 <input type="checkbox"/> 3 <input type="checkbox"/> 4 <input type="checkbox"/> 5				
Comments:				
3. Develops and implements the competency and training program for Staff Nurses and Medical Assistants. Provide professional support, training and development to nursing and medical assistant staff including the development of nursing triage protocols				
Competency Validation: <input type="checkbox"/> 1 <input type="checkbox"/> 2 <input type="checkbox"/> 3 <input type="checkbox"/> 4 <input type="checkbox"/> 5				
Comments:				
4. Assists Department Managers with hiring, orienting, evaluating and disciplining appropriate staff				
Competency Validation: <input type="checkbox"/> 1 <input type="checkbox"/> 2 <input type="checkbox"/> 3 <input type="checkbox"/> 4 <input type="checkbox"/> 5				
Comments:				
5. Develops a per diem nursing pool trained to work at all HHSI Health Center s.				
Competency Validation: <input type="checkbox"/> 1 <input type="checkbox"/> 2 <input type="checkbox"/> 3 <input type="checkbox"/> 4 <input type="checkbox"/> 5				
Comments:				
6 Assists in the development and revision of policies and procedures. Assist in development of departmental clinical outcome and health plan goals and objectives. Participates on the Patient Care Committee.				
Competency Validation: <input type="checkbox"/> 1 <input type="checkbox"/> 2 <input type="checkbox"/> 3 <input type="checkbox"/> 4 <input type="checkbox"/> 5				
Comments:				
7. Assists Department Managers responsible for nursing and clinical support at Geiger Gibson Health Center, Neponset Health Center and Mid & Upper Cape Health Center in development of their budgets (visit, personnel, other).				
Competency Validation: <input type="checkbox"/> 1 <input type="checkbox"/> 2 <input type="checkbox"/> 3 <input type="checkbox"/> 4 <input type="checkbox"/> 5				

Essential Job Functions and Responsibilities	Exceeds Standards	Meets Standards	Meets Standards Most of the Time	Below Standard
<i>Comments:</i>				
8. Maintain ongoing relationships with outside organizations which support agency initiatives.				
<i>Competency Validation:</i> 1 2 3 4 5				
<i>Comments:</i>				
9. Monitor and manage grant contracts, programs and expenditures as appropriate.				
<i>Competency Validation:</i> 1 2 3 4 5				
<i>Comments:</i>				
10. Facilitate inter-departmental and inter-health center communication around patients, operations, policies and initiatives				
<i>Competency Validation:</i> 1 2 3 4 5				
<i>Comments:</i>				
11. Facilitate strategic plan goals as appropriate				
<i>Competency Validation:</i> 1 2 3 4 5				
<i>Comments:</i>				
12. With input from Department Managers, Health Center Staff and Site Medical Director, design and implement new department programs and clinical offerings, which reflect, changing patient needs.				
<i>Competency Validation:</i> 1 2 3 4 5				
<i>Comments:</i>				
13. Develop, implement and monitor an infection control program in compliance with DPH, JCAHO and other pertinent regulatory agencies. Chairs the infection control committee.				
Timely and effectively analyses and interprets the collected infection control data.				
Timely and effectively investigates and surveils suspected outbreaks of infection;				
Plans, implements and evaluates infection prevention and control measures. And activities.				
Oversees the education of staff regarding infection risk, prevention and control.				
Timely develops and revises infection control policies and procedures.				

Essential Job Functions and Responsibilities	Exceeds Standards	Meets Standards	Meets Standards Most of the Time	Below Standard
As necessary and appropriate provides consultation on infection risk assessment, prevention and control strategies				
Competency Validation: <input type="checkbox"/> 1 <input type="checkbox"/> 2 <input type="checkbox"/> 3 <input type="checkbox"/> 4 <input type="checkbox"/> 5				
Comments:				
14. Develops and implement training programs in concert with Harbor Health Services, Inc. goals and as part of Quality programs. Assists in the development, implementation and review of quality improvement and PDSA initiatives				
Competency Validation: <input type="checkbox"/> 1 <input type="checkbox"/> 2 <input type="checkbox"/> 3 <input type="checkbox"/> 4 <input type="checkbox"/> 5				
Comments:				
15. Assists with the development of an infrastructure to support patient centered medical home				
Understands and can identify delivery system design issues.				
Assists with development of solutions to improve delivery system design.				
Engage nurses and MA's in the successful adoption of PCMH				
Works with department managers to train and educate staff to achieve adoption of PCMH concepts.				
Helps in the development of training and education around new systems of care delivery.				
Works with the staff to develop a coordinated system of medical care utilizing a team approach.				
Competency Validation: <input type="checkbox"/> 1 <input type="checkbox"/> 2 <input type="checkbox"/> 3 <input type="checkbox"/> 4 <input type="checkbox"/> 5				
Comments:				
16. Performs other related duties, as assigned.				
Competency Validation: <input type="checkbox"/> 1 <input type="checkbox"/> 2 <input type="checkbox"/> 3 <input type="checkbox"/> 4 <input type="checkbox"/> 5				
Comments:				

The above is intended to describe the general content of the requirements of the performance of this position. It is not to be construed as an exhaustive statement of duties, responsibilities or requirements.

