



Job Code: 9549
Grade: NS4
HCWR: N

Job Title
Clinical Nurse Manager

Department
Ambulatory Community Health Network

This position is exempt from Career Service under the CCH Personnel Rules.

Job Summary

The Clinical Nurse Manager provides strategic direction, leadership, operational planning, and supervision of all nursing services provided for patients in the ambulatory setting. The manager will provide clinical consultation, mentorship, policy authorship and clinical practice expertise within the Department of Nursing. The Clinical Nurse Manager identifies, develops, implements, and evaluates process and performance improvement plans in the provision of patient care and Nursing clinical practice. In collaboration with the Nursing Director and the Associate Chief Nurse Executive of Ambulatory Services, they monitor adherence to regulatory compliance and clinical excellence. The Clinical Nurse Manager functions in a leadership capacity providing clinical direction to the clinical staff within the ambulatory clinics while collaborating with medical leadership and operational leadership.

General Administrative Responsibilities

Collective Bargaining

- Review applicable Collective Bargaining Agreements and consult with Labor Relations to generate management proposals
- Participate in collective bargaining negotiations, caucus discussions and working meetings

Discipline

- Document, recommend and effectuate discipline at all levels
- Work closely with labor relations and/or labor counsel to effectuate and enforce applicable Collective Bargaining Agreements
- Initiate, authorize and complete disciplinary action pursuant to CCH system rules, policies, procedures and provision of applicable collective bargaining agreements

Supervision

- Direct and effectuate CCH management policies and practices
- Access and proficiently navigate CCH records system to obtain and review information necessary to execute provisions of applicable collective bargaining agreements



General Administrative Responsibilities

Management

- Contribute to the management of CCH staff and CCH' systemic development and success
- Discuss and develop CCH system policies and procedures
- Consistently use independent judgment to identify operational staffing issues and needs and perform the following functions as necessary; hire, transfer, suspend, layoff, recall, promote, discharge, assign, direct or discipline employees pursuant to applicable Collective Bargaining Agreements
- Work with Labor Relations to discern past practice when necessary

Typical Duties

- Monitors vacancy and turnover rates of ambulatory nursing staff.
- Recommends adjustment for ongoing staffing model in accordance with care needs of the population.
- Develops established benchmarks for quality and performance in collaboration with operational leaders-addresses performance deficiencies with individualized staff improvement plans.
- Provides clinical consultation within an area of clinical expertise.
- Works in collaboration with other clinical practice leaders, Nursing staff and other members of the interprofessional care team to ensure optimal patient care and Nursing practice.
- Provides mentorship to Nursing staff to support transition from novice to expert Nursing practice.
- Educates staff with a goal of adoption and acceptance of information and incorporation into patient care or Nursing practice. Serves as a mentor and clinical expert.
- Reviews and authors policies, patient education materials, and other materials to support excellence in Nursing practice and patient care.
- Develops, implements and evaluates process and performance plans.
- Leads or participates in celebrating success in the Department of Nursing.
- Serves on, or leads, departmental, divisional or system-wide committees.
- Oversees and ensures staff competency validation and education are current an appropriate
- Lead or participate in efforts to maximize efforts around quality, safety and regulatory compliance.
- Tracks clinical performance indicators and develops action plans.
- Assists or leads professional Nursing staff professional development by assessing, implementing and evaluating staff learning and supporting Nursing staffs' professional growth.
- Contributes to the annual and episodic review of nursing staff performance.
- Performs other duties as assigned.

Minimum Qualifications

- Bachelor's degree from an accredited college or university
- Licensed Professional Registered Professional Nurse in the State of Illinois
- Three (3) years of full-time clinical nursing experience with at least one (1) year of



Minimum Qualifications

ambulatory nursing experience

- Two (2) years of experience in nursing supervision or experience as a Charge Nurse and/or Nurse Manager
- Experience in leading quality initiatives
- Must possess an active Basic Life Support certification (BLS)
- Must be able to work evenings and weekends when needed
- Must have a valid drivers license and insurance to travel to all CCH affiliates

Preferred Qualifications

- Masters degree or higher in Nursing from an accredited college or university
- Prior experience working in a PCMH setting
- Certification in specialty, either ambulatory nursing (AMB-BC), or other ANCC certification.
- Bilingual

Knowledge, Skills, Abilities and Other Characteristics

- Knowledge and clinical expertise in Nursing clinical practice
- Excellent written and oral communication skills Excellent verbal and written communication skills necessary to communicate with all levels of staff and a patient population composed of diverse cultures and age groups
- Analytical and organizational, problem-solving, critical thinking, and conflict management/ resolution skills
- Ability to follow specific engineering, work practice controls and work area safety precautions
- Attention to detail
- Ability to multi-task and be effective and efficient in a fast-paced and dynamic work environment
- Ability to adhere to department policies and standards utilizing best practices
- Ability to maintain a professional demeanor and composure when challenged

Physical and Environmental Demands

This position is functioning within a healthcare environment. The incumbent is responsible for adherence to all hospital and department specific safety requirements. This includes but is not limited to the following policies and procedures: complying with Personal Protective Equipment requirements, hand washing and sanitizing practices, complying with department specific engineering and work practice controls and any other work area safety precautions as specified by hospital wide policy and departmental procedures.

The above statements are intended to describe the general nature and level of work being performed by people assigned to this classification. They are not intended to be construed as an exhaustive list of all responsibilities, duties and skills required of the personnel so classified.

For purposes of the American with Disabilities Act, “Typical Duties” are essential job functions.