Lead Nurse Care Manager Position

Position: Nurse Care Manager
Department: Health Center
FSLA Status: Exempt
Supervisor: Clinic Manager

Salary Range: Competitive
Status: Full Time
Amount of Travel: Minimal, local

OVERVIEW:

The Nurse Care Manager is responsible for assisting patients in gaining access to needed medical support services. The care manager will work primarily at community partner sites to coordinate services both within 4th Street Clinic and to other medical institutions. Nurse care management services will include triage, wound care, chronic disease management, medication education and compliance assistance, BP checks, POCT testing in collaboration with a provider, immunizations, health education and referral and follow up services for medical behavioral healthcare, eligibility assistance, transportation, and other needs to facilitate medical care as identified by the patient and nurse.

The Lead Nurse Care Manager serves as a primary liaison between 4th Street Clinic and its partner sites. Additional duties include building relationships with and maintaining fluid communication between the Nurse Care Management team and partner sites, supervising team members, overseeing program operation and effectiveness, problem solving, peer review, scheduling, data management, grant reporting, and ongoing assessment of partner site needs.

Core Responsibilities

- Work collaboratively with members of community partner organizations to identify patients in need of medical care.
- Participate in outreach activities to engage community partner clients in medical care
- Conduct an assessment for all patients seen to identify additional needs
- Identify and address client risk factors and/or obstacles to care
- Develop and update on a regular basis a patient centered treatment plan that builds upon areas of need identified in the case management assessment.
- Coordinate the delivery of medical, behavioral health, and supportive services for patients at the community partner locations
- Maintain appropriate state licensure.
- Maintain knowledge of clinical policies, procedures, systems, and electronic health records.
- Maintain case management date to facilitate reporting and the monitoring of quality.
- Maintain accurate and up to date records in the clinic’s electronic medical record and ensure accuracy for billing.
- Other duties as assigned.
- Work with Nurse Case Manager Program Community Health Workers to promote the program, create and implement educational session.
- Routine driving between Fourth Street Clinic and community partner locations.
- Carry triage phone when assigned in clinic.
- Maintain nurse visit appointments in clinic.
• Ensure nurse visit such as wound care, lab reviews, lab orders, education, and other nursing procedures are within nursing scope of practice.
• Utilize standing orders appropriately as written by medical director
• Participate in managing triage desk when assigned/needed. This includes:
  o Assessing the severity of client’s health concerns and needs.
  o Ensuring appropriate care is provided in timely manner.
  o Assisting front desk personnel in scheduling walk-in clients into providers open triage schedules.
  o Obtain appropriate input and direction from providers as needed to determine best clinical course of action for client.
• Manage date pertinent to program evaluation and improvement.

Supervisor Responsibilities

• Attend meetings with partner sites, and/or funding partners as relevant and appropriate.
• Lead weekly meetings with team.
• Maintain collaborative relationships with all partner sites and funders.
• Supervise Nurses in the Nurse Care Management team including routine reviews as well as additional as needed reviews
• Supervise Americorp/Community Health Worker including all duties as outlined by Americorp and partner organization contracts.
• Conduct quarterly peer reviews.
• Determine appropriate hours at each partner site
• Create and educate team on Standing orders
• Evaluate Data for grant reporting
• Analyze partner site need and determine appropriate scheduling
• Approve employee payroll and time off requests
• Co-lead monthly RN meeting with Clinic Nurse Manager to include education training
• Co-lead quarterly peer review
• Other duties as assigned

Leadership

• Supports and encourages collaborative culture that values mutual respect, partnership, learning, trust, and fairness.
• Uphold values of Fourth Street Clinic
• Models positive and appropriate professional behavior.
• Proactive in behavior and fosters that in others.
• Participates in professional workgroups and organizations as needed.
• Communicate departmental activities, changes, and other related activities to appropriate personnel, committees or others as determined.
• Other duties as assigned.

Requirements

• A graduate of an accredited Registered Nurse program and licensed as an RN in the State of Utah
• Minimum 3-5 years of nursing experience
ACLS/PALS/BLS certified upon hire or within 90 days of hire date
- Ability to multitask and prioritize care of patients
- RN must work well with the clinic team and team(s) associated with external homeless resource center(s)
- Bilingual in English and Spanish preferred

To apply, please send Resume and Cover letter to jobs@fourthstreetclinic.org

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