

HUMBOLDT SENIOR RESOURCE CENTER Job Description

JOB TITLE: Director of Clinical Services
DEPARTMENT: Redwood Coast PACE
REPORTS TO: Medical Director
FLSA STATUS: Exempt/Salary
APPROVED: **June 2021**

JOB SUMMARY: Responsible for oversight of Redwood Coast PACE Clinic operations, including management, staffing, and compliance. Directly supervises Clinic Managers (CMs), Registered Nurses (RNs), Licensed Vocational Nurses (LVNs), Medical Assistants (MAs), student interns, and volunteers.

ESSENTIAL DUTIES AND RESONSIBILITIES:

Participant Care –

1. Ensures all nursing services are provided to participants daily in accordance with their care plans.
2. Monitors, oversees, and performs RN assessments.
3. Monitors general health status of participants daily; consults with Primary Care Provider (PCP) notifying whenever changes in health status are observed.
4. Monitors nutritional status of participants and refers to the Registered Dietitian (RD) as required.
5. Administers treatments in accordance with physician orders.
6. Monitors, administers, and records prescribed medications per Title 22 Regulation 54323 and 78317.
7. Works closely with the RD in overseeing daily meals to ensure compliance with dietary restrictions and in following the Care Plan for each participant.
8. Responsible for managing medical emergencies in conjunction with Primary Care Providers (PCPs).
9. Participates in on-call coverage in conjunction with PCPs.

Documentation –

1. Monitors development of Nursing and Personal Care sections of the Care Plans for participants, initially upon enrollment and every six (6) months, specifying short-term and long-term nursing goals.
2. Ensures the maintenance of individual participant daily attendance, skilled nursing care records, medication administration records, and other medical data as necessary to document medical and nursing care.
3. Oversees documentation of the Clinic's RNs, LVNs, and MAs.
4. Facilitates required TB screening and documentation of records for employees and participants.
5. Completes Incident Reports, as appropriate.

Administration & Supervision –

1. Collaborates with the Medical Director (MD), Director of Redwood Coast PACE, and Director of Human Resources on the employee recruitment and disciplinary processes.
2. Completes Interdisciplinary Team discipline-specific competencies for direct reports.
3. Completes employee performance evaluations of program employees, students, and volunteers.

4. Ensures and maintains adequate daily staffing.
5. Ensures ongoing and program-compliant in-service training and documentation for employees, contractors, and volunteers.
6. Reports to the MD and Director of Redwood Coast PACE concerning personnel matters of the Clinic, including situations or occurrences that impact employee relations and morale.
7. Oversees timesheets completion and requests for leave of program employees. Works with Human Resources to ensure timesheets are prepared accurately and in a timely manner.
8. Enforces written agency and program policies.
9. Participates in program and department policy and procedure development.
10. Coordinates training for CarePartners regarding nursing services, as requested.
11. Monitors the safety of the Clinic work environment and enforces safety practices with employees.
12. Assists Director of Redwood Coast PACE and/or MD in facilitating employee communication regarding participant, caregiver, employee, and program issues.
13. Develop and maintain systems for quality health delivery. Ability to run reports and assess data to identify areas of improvement.
14. Ensures best practices are implemented.
15. Provides team building and support to create a professional collaborative working environment.
16. Facilitates daily huddle with nursing staff to make sure tasks are covered.
17. Participates in weekly leadership meetings.
18. Oversees participant's clinical needs in the day center.

Coordination –

1. Attends all required leadership meetings and trainings. Coordinates Clinic in-services with other departments.
2. Helps coordinate delivery of all nursing topic in-service trainings. Ensures educational materials and records of attendance are maintained.
3. Develops and updates clinic policy and procedures.
4. Coordinates with Care Kinesis regarding medication management issues.

Advocacy and Participant/Family Education –

1. Attends meetings with outside agencies, caregivers, and families. Networks with other agencies on behalf of the program and participants.
2. Provides training to participants and families regarding medications, medical conditions, safety, etc.
3. Communicates with physicians and caregivers of participants regarding participant health concerns and makes recommendations.

EDUCATION &/or EXPERIENCE:

1. Graduate of an accredited school of professional nursing required.
2. Minimum three (3) years of nursing experience required; five (5) years or more preferred.
3. Minimum one (1) year working with a frail or elderly population required.
4. Minimum one (1) year of experience working in a supervisory or leadership position required.

LICENSES OR CERTIFICATES:

1. Must be a current RN licensed by the California Board of Registered Nursing, in good standing.
2. Current CPR and First Aid certification.
3. Valid California Driver's License, good driving record, and personal auto liability insurance required. Must have a personal vehicle in good driving/operating condition, and insured for State minimum liability requirements that can be used for the applicable job functions noted above.

PRE-SCREENING REQUIREMENTS:

1. Requires clearance of a DOJ and FBI criminal history background check, pre-employment physical, and PPD skin test.

JOB SKILLS:

1. Nursing knowledge and skills necessary to treat participants and manage complex clinical situations.
2. Knowledge and experience working with the physical, social, and mental health programs operating within a licensed health facility or clinic.
3. Ability to provide care for the frail and elderly and interest in working with elderly and disabled adults to enhance and encourage their independence.
4. Ability to function effectively within a multi-service, community-based nonprofit agency.
5. Ability to comply with program requirements and applicable government regulations.
6. Sound verbal and written communication skills to convey information effectively. Ability to communicate effectively and openly with other team members on participant's status and needs.
7. Excellent interpersonal skills that result in maintaining a positive attitude, team-building and contribute to effective work relationships, successful negotiation, and conflict resolution with co-workers, management, participants, and community contacts including referral sources.
8. Good judgment, resourcefulness, flexibility, and problem-solving skills.
9. Ability to work independently and within an Interdisciplinary Team, representing a diverse team of various occupations.
10. Strong administrative, organizational, and supervisory skills. Ability to train and delegate responsibilities among employees.
11. Ability to work with, supervise, and discipline employees in a team setting.
12. Ability to prioritize and complete duties within an agreed upon time frame and adjust personal schedule as required, and adapt appropriately to changes in priorities and workload.
13. Ability to incorporate an understanding of detailed requirements in work activities. Ability to collect and analyze data.
14. Ability to coordinate, advocate, and cooperate with other agencies for seniors with tact and diplomacy.
15. Ability to speak to public and private community groups about agency programs and to participate in various outreach and fundraising efforts as required.
16. Strong basic computer skills (Microsoft Outlook, Word, Power Point, and Excel). Ability to navigate, use, and maintain database software programs.

SUPERVISORY REQUIREMENTS:

1. This position directly supervises multiple positions as outlined above.

PHYSICAL REQUIREMENTS:

- Physical abilities sufficient to move between different staff work areas, communicate with staff and the public, operate a computer, produce reports, talk on the telephone, and travel to other worksites or participant homes.

ANALYSIS OF PHYSICAL DEMANDS:

Key (Based on typical week): **N**=Never; **R**=Rarely (Less than 1 hour per week); **O**=Occasional (1%-33% of time); **F**=Frequent (34%-66% of time); **C**=Constant (over 66% of time)

Activity	Frequency					Activity	Frequency				
	N	R	O	F	C		N	R	O	F	C
<i>Lifting/Carrying</i>						<i>Twisting/Turning</i>					
Under 10 lbs.			X			Reach over shoulder			X		
11-20 lbs.			X			Reach over head			X		
21-50 lbs.			X			Reach outward			X		
51-100 lbs.			X			Climb		X			
Over 100 lbs.		X				Crawl		X			
						Kneel			X		
<i>Pushing/Pulling</i>						Squat			X		
Under 10 lbs.			X			Sit			X		
11-20 lbs.			X			Walk-Normal Surfaces			X		
21-50 lbs.			X			Walk-Uneven Surfaces			X		
51-100 lbs.			X			Walk-Slippery Surfaces			X		
Over 100 lbs.			X			Stand			X		
<i>Other</i>						<i>Driving</i>			X		
Keyboard/Ten Key			X								
Fingering (Fine dexterity)			X								
Handling (grasping, holding)			X								
Repetitive Motion-Hands			X								
Repetitive Motion-Feet			X								

The above statements are intended to describe the general nature of work performed. They are not to be considered an exhaustive list of all job tasks performed. The agency reserves the right to change job descriptions, work hours or work sites as required by the program.

The Humboldt Senior Resource Center is a private, non-profit, multi-purpose senior center providing a continuum of social and health related services. The agency currently holds contracts with the California Department of Aging and Area One Agency on Aging.

The Humboldt Senior Resource Center is an equal opportunity employer. We will not unlawfully discriminate against qualified applicants or employees with respect to any terms or conditions of employment based on race, color, national origin, ancestry, sex, sexual orientation, age, religion, physical or mental disability, medical condition, pregnancy, breastfeeding, gender identity, marital status, citizenship status, military or veteran status, genetic information, or other basis protected by applicable Federal or State law.

Employee Signature

Date