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Adult Health Clinical Manager (RN)

Position Summary:

Under the supervision of the Chief Clinical Officer, the Adult Health Clinical Manager (RN) will coordinate with Providers and other professional and ancillary staff to provide effective leadership for adult primary care clinical support staff. This position ensures the department consistently provides high quality care with positive patient outcomes. He/She must have a strong nursing clinical background and be able to make decisions based on the situational presentation of patients and/or issues affecting patient care and flow.

Duties and Responsibilities:

Clinical Management:

- Provides administrative supervision per the organizational chart to ensure the effective coordination and implementation of adult primary care services.
- Provides triage decision making where needed.
- Administers skilled nursing care to patients according to their physical and emotional needs and in accordance with the medical plan of care to include assessing, planning, implementing, and evaluating the care of all assigned patients in the center as appropriate.
- Covers the clinical schedule when needed due to staff absences/shortages.
- Fosters a patient-centered environment that focuses on patient satisfaction and quality outcomes/monitoring.
- Assists in monitoring and improving the quality of services provided.
- Coordinates ordering of vaccines, medications and medical supplies.
- Facilitates and ensures accurate documentation of vaccine administration, as required.
- Implements systems improvements to decrease patient cycle times and staff downtime.
- Participates with management team to provide timely solutions for all identified access/service problems and patient complaints.
- Ensures compliance with approved methods and team responsibilities within patient-centered teams (appointment templates, team huddles....)
- Promotes a calm and effective work environment by maintaining appropriate emotional control and displaying appropriate behavior at all times.
- Builds a team, resolves conflicts and facilitates group interaction both within the team and with cross-departmental teams.
- Facilitates assigned staff time and attendance to include requests for Paid Time Off and minimizing overtime.
- Assists in hiring, orientation and training and development of assigned staff.
- Provides coaching and counseling utilizing Center-approved performance feedback tools and methods.



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- Builds cooperative working relationships with other Clinical Managers to leverage resources and facilitate teamwork among departments.
- Serves as the lead person for annual clinical skills check-offs.
- Maintains a strong focus on ensuring that all work efforts are aligned with organizational goals and objectives.
- Enables staff to achieve optimal results by providing information, encouragement and support.
- Participates in appropriate committees and collaborates with other Tandem Health staff, such as Case Management, to foster a high standard of team-based care by licensed and non-licensed staff.
- Participates in the development of department and organizational procedures; supports department and organizational decisions.
- Understands the mission and values of the organization.
- Other duties as assigned.

Qualifications:

Maintains a current license as a Registered Nurse with the South Carolina State Board of Nursing. A minimum of five (5) years' clinical experience required with a minimum of five (5) year's leadership, teaching and/or supervisory experience preferred. Current CPR certification. Must have good written and verbal communication skills. Must be able to relate to a variety of people at different developmental levels. Must possess the ability to prioritize tasks and manage time efficiently. Must be flexible as to the changing needs of the center. Must be able to work as a team player at all times.

Work Environment:

Very busy atmosphere. Highly stressful when dealing with individual personalities of co-workers, patients and their families. Potential for regular exposure to blood-borne diseases (Category I). Potential rare exposure to chemical hazard (Category B).

Physical Demands:

Considerable sitting, standing or walking. Assists with lifting and moving patients as necessary. Lifts supplies/equipment up to 20lbs occasionally and/or up to 10lbs frequently. Considerable reaching, stooping, bending, kneeling and crouching.

How to Apply:

If you are interested in applying, please download and print an application from our website: www.tandemhealthsc.org. Return your completed application to:

Tandem Health
Attn: Human Resources
550 S. Pike West
Sumter, SC 29150