



JOB POSTING

TITLE: NURSING OPERATIONS MANAGER
REPORTS TO: DIRECTOR OF PRIMARY CARE & QUALITY
STATUS: EXEMPT
LOCATION: ANTIOCH/ RICHMOND, CA/ HYBRID

OUR MISSION & VISION

The Brighter Beginnings mission to “*support healthy births and successful development of children by partnering with parents and helping to build strong communities*“, gains its strength and aspiration from our core belief and vision that, *Every family matters, and every child deserves a happy, healthy future.*”

OUR HISTORY

Brighter Beginnings is a 501c3 nonprofit organization and has been responding to the needs of families in underserved communities since 1984 when our work began in response to the alarming differences in mortality and illness rates among African American babies compared to other children.

Brighter Beginnings has grown into a respected and well-connected organization with 4 locations in Oakland, Richmond, and two in Antioch. We have a multi-cultural, bilingual staff of passionate and committed family-service professionals; in fact, many of our staff came to this work because of challenges they faced in their own families.

POSITION SUMMARY

The Nursing Operations Manager, is directly responsible for leading activities to support the development of clinic support staff and volunteers and to oversee treatment nurses and potentially RN triage for our call center during business hours. The Nurse Manager will direct and supervise daily clinic operations including patient flow and program maintenance; ensure adherence to all policies and standards; maintain quality control, staffing and inventory; train and counsel employees as needed. Nurse Manager will also provide leadership in establishing and maintaining a professional and respectful environment that supports teamwork while promoting the dignity, privacy and confidentiality of patients, their families, co-workers and volunteers. This position will also oversee the health education program.

QUALIFICATIONS:

JOB QUALIFICATIONS:

1. RN required. Professional degree in nursing, healthcare administration, public health.
2. BSN / MSN, non-practicing or practicing nurse practitioner, preferred but not required.
3. Prior experience in an administrative or outpatient nursing capacity
4. 2 years' experience in a healthcare setting or public health
5. Able to set priorities, to work under pressure and manage multiple and sometimes competing priorities.
6. Ability to exercise sound judgment and make good decisions which are evidenced based.
7. Able to relate with sensitivity to a diverse multiethnic, culturally and economically diverse staff and clientele.
8. Good understanding of any Electronic Health Records (EHR)

EXPERIENCE:

- Nursing: 2 years (In community setting preferred)

LICENSE/CERTIFICATION

- BLS Certification Required
- BSN or MSN (Preferred)

RESPONSIBILITIES:

Responsibilities:

Clinic Management

- Plan, organize, direct and evaluate activities of clinic support staff, medical assistants, including the front desk, eligibility, RNs, LVNs, medical records.
- In conjunction with the Director of Primary Care plan, organize, develop and implement provider schedules.
- Oversee call center lead and its operations for improving patient throughput.
- Ensure smooth and timely flow of patients through scheduled clinics.
- Maintain an adequate system for tracking performance to clinic goals and budget.
- Ensure timely preparation and handling of clinical records for scheduled appointments.
- Ensure staff compliance with approved organizational policies and procedures.
- Ensure that assigned employees have adequate equipment, materials and supplies to complete their assigned tasks in an efficient, safe and cost effective manner.
- Ensure adequate staffing for back-up support of clinic staff at times of unanticipated need, planned or unplanned employee absences.
- Ensures staff training and competencies.

Patient Care

- Clinical duties including patient triage, data collection and recording, administration of vaccines and medications, medical records keeping, patient education, CLIA waived lab testing, labeling and transporting laboratory specimens and PAP's.
- Assesses patient's social determinants of health and work with patient and staff to address needs
Develop and Implement HTN, STI's, Family Planning F-Pact, Asthma, Decreasing BMI, Obesity Prevention, Diabetes education and other topics.
- Accepts verbal orders per FHC policy and procedure.
- Triage patient calls and messages and follow standard protocols for response and/or consult with Provider (s) when necessary.
- Prepares exam room, procedure room, equipment and assists providers.
- Documents in the medical record according to FHC policy and procedure.
- Ability to function with autonomy and in collaboration with the Provider(s) and Medical Director.
- Reviewing diagnostic test results, referring abnormal results to Provider (s), and notifying patients of normal and abnormal findings as instructed by the Provider (s).
- Ability to participate in BBFHC Immunization Program including vaccine administration, data collection, reporting, ordering and transporting vaccine.
- Assisting with managing BBFHC Patient Assistance Program for medications including ordering prescribed medications and record keeping.
- Participates with Provider(s) in the referral process, tracking referrals, and referral follow-up.
- Participation in data collection for quality assurance programs.
- Computer use for research, data entry, record keeping, and business communication via email.
- Participate in Project and Clinic evaluations and Quality Improvement system, and other efforts, to improve the quality of the overall program service delivery system.
- Manage projects as assigned and in the manner required by project descriptions.
- Administers prescribed medications and treatments as directed by Provider (s) and Medical Director.

Health Education

- Responsible for ensuring thorough health education, counseling of patients, and maintaining the highest level of nursing services according to clinic policies and culturally competent care consistent with the agency's Guide to Service Excellence and Corporate Compliance Plan; safeguard patient's privacy rights and assists in resolution of patient complaints.
- Oversees the patient education component of the site, which includes group visits and workshops as well as individual patient education visits.

Personnel Management

- Assist in the recruitment, hiring orientation, development of clinic support staff and volunteers.
- Ensure assigned staff understand and demonstrate the skills necessary to complete their assigned work.
- Promote employee retention, productivity and satisfaction through ongoing support, encouragement, coaching and effective teamwork.
- Conduct timely staff performance appraisals that include meaningful and direct feedback regarding performance.
- Coordinate with and through the Director of Primary Care & Quality to promote patient-centered team based care.
- Ensure compliance with HIPAA, OSHA, VFC, regulatory and audit requirements.

Risk Management

- Ensure the maintenance and safety of the internal facility through periodic safety audits and routing schedules of facility inspections.
- Respond to and report on inappropriate patient conduct and patient complaints with corrective actions through investigation, discussion and monitoring.
- HIPAA Officer role
- Complete mandated reporter annual training and follow mandated reporter obligations.

Administration

- Collaborate with leadership to establish and maintain clinical operational practices, procedures, operational performance standards.
- Responsible for monitoring quality improvement and participating with other department heads in the implementation of quality assurance activities.
- Assist in the marketing of programs to target audiences and external service agreements.

SUPERVISORY RESPONSIBILITIES

This position Supervises clinic support staff, MA student interns, including, but not limited to, the following positions, Medical Assistants, RNs, LVNs.

OTHER JOB REQUIREMENTS

Job requires passing a background check, passing a TB, Physical Exam, providing updated vaccination records, Hepatitis B vaccination, annual flu vaccination, Covid and Covid Boosters.

SPECIAL ADA REQUIREMENTS

Brighter Beginnings is in full compliance with the Americans with Disabilities Act (ADA) and does not discriminate with regard to applicants or employees with disabilities, and will make reasonable accommodations when necessary.

1. For the purposes of ADA, the "Responsibilities" and "Qualifications" are essential job functions.
2. Work is normally performed in a typical interior/office work environment, with typical office noise and other disruption.
3. Limited physical effort is required.

4. Both standing and sitting are required, with most of the job time spent sitting. Approximately three-quarters of the time is spent using a computer keyboard.
5. Various types of equipment/supplies are used to accomplish the job requirements and include, but are not limited to, pens, pencils, calculators, computer keyboards, telephone, printers, medical equipment, etc.
6. Required to drive to other work sites for meetings, conferences, etc.

Physical Setting:

- Clinic
- Outpatient

BENEFITS

Competitive wages, friendly environment, two weeks of vacation (increase after 1 year of employment), 13 paid holidays; sick leave; employer-paid health, dental, vision, life and disability insurance; optional employee-paid dependent health coverage available, 403b retirement account with discretionary match, FSA, Transit Benefit and EAP. Employees working full-time will receive these benefits.

APPLY

If you're interested in this position, please email your resume to jobs@brighter-beginnings.org or apply through this job posting. Please make sure to subject the email with the position title that you are applying for.