

COUNTY OF SOLANO

CLASS SPECIFICATION

CLINIC REGISTERED NURSE (SENIOR)

Date of this Draft: 11/19/18

DEFINITION/CLASS SUMMARY:

Under general direction, cCoordinates the operational activities of public health clinics; provides nursing services in a clinical environment and provides general administrative support to clinic operations; and/or assists in providing oversight, consultation, education, evaluation, and quality improvement assessment of trauma care.

CLASS CHARACTERISTICS/DISTINGUISHING CHARACTERISTICS:

This class is the supervisory level class of the Clinic Registered Nurse series.

This class is distinguished from the:

- Health Services Manager class by the latter's responsibility for the overall responsibility to organize, direct and supervise the activities of one or more health clinic(s) or public health program(s) to serve a population group within the County.
- Clinic Registered Nurse class which is responsible for coordinating the operational activities of public health clinics in addition to providing nursing services in the clinical environment. This class is the journey level class in the Clinic Registered Nurse series, characterized by the responsibility to coordinate the operational activities of public health clinics in addition to providing nursing services in the clinical environment and/or to provide assistance, monitoring, or oversight of the trauma system program established by the Emergency Medical Services Agency. Incumbents work under the medical direction of a physician and within established protocols of the Health Department at the fully qualified professional level.

Comment [LR1]: Already summarized above in "Class Summary" section.

Comment [LR2]: Moved below to "Supervision is provided by..."

SUPERVISION RECEIVED AND EXERCISED:

- Supervision is provided by higher level management staff. Medical direction is provided by a medical provider and within established protocols of the Health Department at the fully qualified professional level.

~~Receives direction from a supervisor or manager. Employees in this class~~

- ~~May~~ exercise supervision over employees such as lower level medical personnel, peer counselors, clerical staff and/or student interns. Orients physicians, nurses and support personnel in specific clinic operations.

EXAMPLES OF ESSENTIAL DUTIES: ~~Duties may include but are not limited to the following:~~ This class specification represents the core area of responsibilities; specific position

assignments will vary depending on the needs of the department.

- Performs supervisory duties over Medical Assistants and Clinic Registered Nurses such as:
 - assigning work and organizing, planning and scheduling staff's work activities and deadlines;
 - establishing standards for acceptable work products and evaluating performance;
 - monitoring work in progress, reviewing completed work and recognizing employees' work efforts and accomplishments;
 - responding to employee concerns and problems;
 - proposing disciplinary actions;
 - interviewing applicants and recommending selections;
 - providing career development mentoring and recommending training and career development opportunities;
 - ensuring that employees are properly trained and that they are scheduled for or have received required training or needed formal training;
 - providing instruction and/or guidance to employees in handling difficult or complex work problems;
 - reviewing and approving timesheets and requests for leave; and
 - communicating, supporting and enforcing County and Department policies and procedures including those related to equal opportunity and to safety.
 - Assists management in the administration of the unit by:
 - participating in the administration of the unit's budget by submitting budget recommendations, monitoring expenditures and approving routine purchases;
 - responding to customer complaints and recommending changes to improve customer service;
 - coordinating the work of contractors and consultants with the work of the unit;
 - reviewing work unit procedures, practices and work methods to increase the effectiveness and efficiency of operations;
 - monitoring the achievement of goals and objectives of the unit; and
 - assisting in the evaluation of department programs and operations.
 - Performs other duties of a similar nature or level as assigned.
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- Oversees daily operations of assigned area or program such as immunization clinic, , trauma system program, or primary care clinic:
 - ~~Plans, develops, coordinates, administers, and evaluates programs, projects, policies, processes, procedures, systems, standards, and/or service offerings;~~
 - ~~Monitors attainment of operational goals and objectives;~~
 - Recommends and implements operational improvement and quality improvement standards;
 - Monitors and ensures compliance with federal, state, and local laws, regulations, codes, and/or standards;
 - Ensures that appropriate records and patient traffic flow are maintained, referrals and

Comment [LR3]: All deletion suggestions are listed above

follow-up appointments are made;

- Disseminates information;

• ~~Assists in providing direction to clerical staff in regards to patient process;~~

- Maintains inventory of medical supplies, medications and vaccines;
- Purchases equipment, supplies, and parts when necessary.
- Ensures that examination and/or consultation rooms are properly equipped, supplied and maintained.

- Provides skilled nursing services:

- Conducts triage;
- Makes referrals;
- Schedules physician appointments;
- Collects blood samples and sputum specimens;
- Administers medications
- Provides immunizations; and
- Manages a medical caseload.

- Assists ~~the with~~ Emergency Medical Services ~~Agency Administrator duties~~ in providing oversight, consultation, education, evaluation and quality improvement assessment for patient care, designated trauma centers, contract provider activities, family members, consumers and the community:

- Performs service evaluations and prepares survey analyses and reports associated with trauma centers;
- Reviews evaluations conducted by other state and Federal medical evaluation teams to determine relevance and impact on local trauma system;
- Reviews patient care and treatment reports, medication management and progress reports;
- Performs utilization review of hospitalized clients with other facilities or agencies and professionals.
- Plans, organizes, and develops the quality improvement and utilization review plan for local trauma care;
- Monitors, schedules and reviews provision of medical services in trauma centers on a recurring basis

- ~~Provides consultation and education to department staff, hospital providers, family members, consumers and the community in solving problems as they arise in the provision of qualify trauma care and services.~~

~~Supervises Clinic Registered Nurses, Medical Assistants, peer counselors, clerical staff and/or student interns: Plans, assigns, and schedules staff's activities and work deadlines; establishes standards for acceptable work products; reviews work; assists in conducting the full range of personnel actions such as interviewing, selecting, hiring, training, and coaching staff; assists in conducting disciplinary and proposed termination actions; enforces policies and protocols; and evaluates employees' performance.~~

Comment [LR4]: Already reflected above

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- Develops policies and procedures; prepares written procedures related to routine and emergency clerical operations and activities; prepares and reviews a variety of narrative and statistical reports; prepares monthly staffing schedules; collects, analyzes, and reviews a variety of reports, educational materials, and records related to area of responsibility.
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- Responds to patient complaints; answers patient questions; provides informational literature and makes referrals as needed.
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- Acts as liaison to other departments and agencies; collaborates with community, county and state programs in the development of resources, eliciting support for the applicable target population, etc.
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- Improves the quality of the program by, for example, investigating problems identified through the quality improvement and utilization review data evaluation process; providing the results of investigation to the Quality Improvement Committee and/or to the supervisor/manager; and by monitoring any corrective actions identified for execution.
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- Maintains professional knowledge in applicable areas and keeps abreast of changes in job-related rules, statutes, laws and new business trends; makes recommendations for the implementation of changes; reads and interprets professional literature; attends training programs, workshops and seminars as appropriate.

~~Performs other duties of a similar nature or level.~~

Comment [LR5]: Listed above

JOB RELATED AND ESSENTIAL QUALIFICATIONS

Knowledge of:

Comment [LR6]: Moved this entire section down below Education to match order of template

- ~~Applicable federal, state, and local laws, codes, rules, regulations, statutes and procedures~~
- ~~Principles and practices of training, leadership, and supervision~~
- ~~Principles, practices, and skilled techniques of nursing, medical terminology, medical treatment protocols, scientific methodology, and related medical theory~~
- ~~Clinic operations, practices, routines, and protocols~~
- ~~Diseases and health problems commonly treated in health clinics and correctional institutions~~
- ~~Principles, practices and skills of nursing, nutrition, and growth and development of infants/children~~
- ~~Emergency response resources; emergency operations; trauma systems; hospital systems and their functions; and integrated emergency management systems~~
- ~~Patho-physiology, pharmacology, epidemiology, bacteriology, and microbiology~~
- ~~Transmission, intervention, prevention, and treatment of communicable diseases including symptoms and disease process~~

- ~~Patient educational techniques and practices~~
- ~~Medical records management practices and procedures~~
- ~~Universal precautions~~
- ~~Health promotion, preventive health care measures, and general nutrition~~
- ~~Uses and effects of medications and immunizations~~
- ~~Quality improvement principles and methodologies~~
- ~~Medical equipment operations~~
- ~~Oral and written communications, business correspondence, and report writing~~
- ~~Standard office procedures, practices, equipment, personal computers, and software~~
- ~~Data collection and mathematical computations~~
- ~~Program oversight including developing and monitoring budgets and inventory control~~
- ~~Customer service principles~~

Skill to:

- ~~Operate office equipment including a personal computer, copy and fax machines and printers~~

Ability to:

- ~~Evaluate and assess the need for nursing and/or medical services~~
- ~~Exercise independent judgment; instruct others in clinical operations and procedures~~
- ~~Work with individuals and families in a clinical setting to resolve health problems~~
- ~~Perform skilled nursing tasks; anticipate physicians' needs~~
- ~~Plan, organize, coordinate and supervise clinical nursing and support services~~
- ~~Supervise the work of others engaged in nursing and clinic support activities~~
- ~~Recognize and assist in evaluating situations associated with designation of trauma centers.~~
- ~~Identify and analyze administrative problems and implement operational changes~~
- ~~Establish and maintain cooperative working relationships; demonstrate tact, diplomacy, patience and compassion~~
- ~~Comply with nursing policies, protocols and program regulations~~
- ~~Maintain medical records of appropriate documentation~~
- ~~Maintain confidentiality of information~~
- ~~Learn and make referrals to local and regional providers of social, medical and/or other specialized services~~
- ~~Communicate effectively with people of diverse socio-economic backgrounds and temperaments~~

EXPERIENCE AND EDUCATION/TRAINING

Education/Training:

~~Associate's~~**Education:** ~~Associate's~~ degree or higher from an accredited college ~~or~~
~~university~~with a major in nursing or a nursing diploma from an accredited nursing program.

AND

Experience:

~~Three~~**Experience:** Three years of clinical nursing experience which included some
responsibility for clinic operations and activities and overseeing the work of others.

SPECIAL REQUIREMENTS LICENSING, CERTIFICATION AND REGISTRATION REQUIREMENTS:

- Applicants are required to possess a valid Registered Nurse license issued by the California State Board of Registered Nursing.
- ~~Possession of a valid Registered Nurse license issued by the California State Board of Registered Nursing.~~
- Applicants are required to possess a cCurrent Adult, Child, and Infant CPR Certificate.

~~Current First Aid Certificate.~~

- Applicants may be required to possess a valid California Driver's License, Class C.

SUPPLEMENTAL INFORMATION

~~Independent travel may be required.~~

~~Incumbents must be able to work in an environment which may include exposure to communicable disease.~~

~~Positions allocated to this class may require bilingual skills.~~

~~Candidates for employment must as a condition of employment sign a statement agreeing to comply with Section 11166 of the California Penal Code relating to child abuse reporting.~~

Comment [LR7]: New Header below "Other Requirements"

Comment [LR8]: Moved below to "Other Requirements"

Comment [LR9]: Moved below to "Working Conditions"

Comment [LR10]: Moved below to "Other Requirements"

REQUIRED KNOWLEDGE, SKILLS AND ABILITIES:

Knowledge of:

- Standard and accepted principles and practices of supervision, leadership, motivation, team building, organization, training, and conflict resolution.
- Applicable federal, state, and local laws, codes, rules, regulations, statutes and procedures
- Principles and practices of training, leadership, and supervision
- Principles, practices, and skilled techniques of nursing, medical terminology, medical treatment protocols, scientific methodology, and related medical theory
- Clinic operations, practices, routines, and protocols
- Diseases and health problems commonly treated in health clinics and correctional institutions
- Principles, practices and skills of nursing, nutrition, and growth and development of infants/children
- Emergency response resources; emergency operations; trauma systems; hospital systems and their functions; and integrated emergency management systems
- Patho-physiology, pharmacology, epidemiology, bacteriology, and microbiology

- Transmission, intervention, prevention, and treatment of communicable diseases including symptoms and disease process
- Patient educational techniques and practices
 - Medical records management practices and procedures
 - Universal precautions
 - Health promotion, preventive health-care measures, and general nutrition
 - Uses and effects of medications and immunizations
 - Quality improvement principles and methodologies
 - Medical equipment operations
 - Oral and written communications, business correspondence, and report writing
 - Standard office procedures, practices, equipment, personal computers, and software
 - Data collection and mathematical computations
 - Program oversight including developing and monitoring budgets and inventory control
 - Customer service principles

Skill and/or Ability to:

- Distribute work and provide work directions, review work performance and conduct of staff, and provide on-the-job training to staff led.
- Operate office equipment including a personal computer, copy and fax machines and printers
- Evaluate and assess the need for nursing and/or medical services
- Exercise independent judgment; instruct others in clinical operations and procedures
- Work with individuals and families in a clinical setting to resolve health problems
- Perform skilled nursing tasks; anticipate physicians' needs
- Plan, organize, coordinate and supervise clinical nursing and support services
- Supervise the work of others engaged in nursing and clinic support activities
- Recognize and assist in evaluating situations associated with designation of trauma centers.
- Identify and analyze administrative problems and implement operational changes
- Establish and maintain cooperative working relationships; demonstrate tact, diplomacy, patience and compassion
- Comply with nursing policies, protocols and program regulations
- Maintain medical records of appropriate documentation
- Maintain confidentiality of information
- Learn and make referrals to local and regional providers of social, medical and/or other specialized services
- Communicate effectively with people of diverse socio-economic backgrounds and temperaments

ADA COMPLIANCE

PHYSICAL REQUIREMENTS~~Physical Ability--:~~

- —Positions in this class typically require climbing, stooping, kneeling, reaching, standing,

walking, pushing, pulling, lifting, fingering, grasping, feeling, talking, hearing, seeing and repetitive motion.

- Light Work: Exerting up to 20 pounds of force occasionally and/or up to 10 pounds of force frequently, and/or a negligible amount of force constantly to move objects. If the use of arm and/or leg controls requires exertion of forces greater than that for Sedentary Work and the worker sits most of the time, the job is rated for Light Work.
- Sensory Requirements: Requires the ability to recognize and identify similarities and differences between shade, degree or value of colors, shapes, sounds, forms, textures or physical appearance associated with job-related objects, materials, tasks or people.

~~Environmental Factors: Requires the ability to work under conditions where exposure to environmental factors poses a risk of minor injury or illness.~~

Comment [LR11]: Same as item under "Working Conditions" – risk of exposure to communicable disease.

WORKING CONDITIONS:

- Incumbents must be able to work in an environment which may include exposure to communicable diseases.

OTHER REQUIREMENTS:

- Independent Travel: Incumbents may be required to travel independently, for example, to perform work at other work sites, to attend meetings with other County employees, to attend meetings with community organizations, etc.
- Language Proficiency: Some positions allocated to this class will require the applicant to speak, read and write in a language other than English.
- Child Abuse Reporting: Selectees for employment must, as a condition of employment, sign a statement agreeing to comply with Section 11166 of the California Penal Code relating to child abuse reporting.

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Marc A. Fox, Director of Human Resources

BOS Date: June 30, 2003

Revised Dates: June, 2002; January 11, 2012; August 14, 2013

CLASS HISTORY AND CLASS INFORMATION:

- Date Class Title Added to the Listing of Classes & Salaries by the Board of Supervisors: June 20, 2003
- Date(s) Revised: June, 2002; January 11, 2012; August 14, 2013 N/A
- Date(s) Retitled and Previous Titles of the Class: June, 2002 – Clinic Nurse (Senior) N/A
- Class Code: 534010