



PEDIATRIC HEALTHCARE ASSOCIATES  
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Pediatric Healthcare Associates is an independent pediatric group providing patient-centered, evidence-based, quality care for our patients, from infancy through young adulthood, through compassion, collaboration, and open communication with their families and our community.

**Job Title:** Clinical Nurse Manager

**Status:** Full Time

**Classification:** Exempt

### **Overall Responsibility:**

The Manager is accountable for the overall quality of nursing service provided by the practice and for the supervision of the practice's Staff Nurse members. The Manager ensures adequate staffing levels, appropriately trained staff and the most efficient use of resources. The Manager will delegate to other team members, as appropriate.

### **Leadership**

Demonstrates support for the mission, values and goals of the organization through behaviors that are consistent with PHA's values, mission and behaviors; collaborates with Practice leaders and managers to manage clinical support staff; supervises day to day clinical and patient care activities; facilitates teamwork and cooperation among staff, effectively follows-up and resolves routine and complex employee relations issues, seeking support of HR Manager when appropriate.

### **Sample responsibilities:**

- Ensures adequate staffing levels on a day-to-day and long-term basis
- Establishes and maintains a flexible staffing plan to ensure quality care, patient safety and the most efficient use of resources.
- Recruits, selects new staff; works with HR to ensure a complete orientation and training process for nursing and MA staff; coordinates or delegates the organization of the orientation and training process for clinical staff; maintains clinical job descriptions
- Participates in all phases of the performance management process (planning, ongoing feedback/coaching, appraisal)
- Develops/provides input to staffing plans to ensure patient safety and most efficient use of resources. – Flexes staffing, as needed.
- Role model professionalism at all times.
- Provides input to or develops department budget, from a clinical operations perspective.
- Ensures compliance with regulations of State, OSHA, HIPAA and other regulatory bodies.
- Provide global oversight of Clinical Nursing Program

## **Clinical Practice**

Competent to provide direct clinical care as needed; coordinate with CMO to ensure staff receive education on new treatment modalities and on the care of new patient populations; facilitates teamwork among staff and between offices to help ensure a seamless service and optimal care to patients and families.

### **Sample responsibilities:**

- Monitor clinical tasks for offices (MD, nurse items)
- Write and maintain clinical protocols with CMO
- Works with Managers and leadership with setup for weather-related office closings
- Collaborate with all managers to manage clinician, lab, injection, Infant, Spirometry, ear piercing, Impact Baseline Testing, etc.
- Redesign clinical workflow to improve efficiencies and maximize technology

## **Documentation**

Completes all required documentation in a timely manner, according to PHA policies and standards; necessary information is effectively communicated to all members of the healthcare team; serves as a role model and provides feedback to clinical staff regarding compliance with documentation standards

### **Sample responsibilities:**

- Conducts chart reviews and follow-up to ensure compliance with practice and regulatory standards.
- Maintain and update all clinical policy and procedure manuals in a timely manner.
- Monitor and prepare office labs for CLIA
- Work with Managers and Leadership with preparing charts for internal and external chart audits

## **Patient/Family Partnership and Education**

Follows through to resolution issues identified in patient satisfaction survey or through patient/parent complaint; monitors, trends, and evaluates patient/family responses to their experience at PHA.

### **Sample responsibilities:**

- Provides appropriate education to staff on patient and family satisfaction.
- Ensure staff provide patient and family education and document appropriately.

## **Quality Improvement**

Demonstrates commitment to continuous quality improvement; leads change processes by independently coordinating department-based quality improvement activities for each office and the practice

### **Sample responsibilities:**

- Collaborates with Leadership in the review and development of policies and procedures
- Implements improvements, and coordinates with appropriate leadership to ensure appropriate education of staff; and, ensures system for ongoing monitoring and evaluation.

- Identifies clinical issues and leads quality improvements and/or research activities directed toward improving patient care.
- Redesign clinical workflows in order to improve clinical efficiencies and maximize technology

### **Other**

- Performs other duties as assigned.

### **Skills and Abilities:**

- Knowledge of accreditation and certification requirements and standards for general pediatrics.
- Demonstrates knowledge of the age-related differences and need of patients in appropriate, specific populations from neonate through adolescence and applies them to practice.
- Demonstrates cultural sensitivity in all interactions with patients/families
- Demonstrates leadership and management skills including communication, conflict resolution, team building, problem-solving and decision-making
- Ability to work off-shifts occasionally to meet with staff on different shifts, as well as being available for on-call responsibilities
- Provide expert care and consultation to patients/families
- Demonstrate clinical competencies within specialty area and assess the competencies of others
- Communicate effectively both orally and in writing
- Utilize independent judgment to resolve problems and make decisions on routine managerial matters or assigned shift
- Supervise and train employees, foster employee development and performance management
- Coordinate quality assurance programs, and enforce organizational and office policies, procedures and standards

### **Position Requirements:**

- BSN required. Master's degree preferred
- Must be a Registered Nurse, with a current license in good standing in CT.
- Minimum of 3-5 years clinical patient care experience in a relevant setting
- Minimum of 2-5 years of healthcare management experience – outpatient preferred
- Computer proficiency in Windows environment; use of internet as research tool; intermediate level skills in Microsoft Word and Excel; Knowledge of EHR software

### **Reporting Relationships**

Reports to: Chief Operating Officer

Supervises: Staff Nurses

### **How to Apply:**

Qualified applicants should forward a resume with cover letter to [careers@phagroup.com](mailto:careers@phagroup.com). Please include "Clinical Nurse Manager" in the subject line of your email.

PHA is an equal employment opportunity employer. If you are unable to access or use this online application process and need an alternative method for applying, you may contact human resources for assistance at [careers@phagroup.com](mailto:careers@phagroup.com).