**POSITION:** RN Clinical Supervisor

**REPORTS TO:** Chief Operations Manager

**POSITION PURPOSE**

The RN Clinical Supervisor works under the Director of Operations to provide supervision of direct care staff working with Recover Care clients. Ensures that services are delivered according to licensing guidelines, professional medical standards and agency policies and procedures. Plans, develops, and manages the clinical programs, services, activities, and employees of the agency consistent with company policy and management directives.

**MAJOR RESPONSIBILITIES/JOB FUNCTIONS**

**Embed Recover Care Mission in Every Interaction**

* Exhibits guiding principles of Recover Care and leads with integrity at all times
* Regularly discusses mission and guiding principles with team members
* Ensures customer service standards are being implemented

**Client Experience (Quality)**

* Evaluates the programs and services regularly, identifies opportunities for improvement and develops an action plan. Make recommendations to Director.
* Assists in development of, and ensures completion of all activities related to quality improvement processes
* Is flexible with schedule and is readily accessible for agency needs
* Investigates and takes appropriate action(s) on client/consumer complaints and ensures resolution
* Conducts regular client home visits to ensure quality of care

**Clinical Outcomes (Compliance)**

* Ensures compliance with federal/state regulations through policy and procedure administration
* Responsible for ensuring availability of resources for all clinical services prior to accepting clients
* Regularly completes client chart audits, to identify gaps in documentation and ensure compliance
* Ensures provision of training related to clinical practice issues, regulation & reimbursement
* Ensures staffing of personnel to promote quality services for clients
* Recommends new policies and/or changes in current policies to improve quality for clients and employees
* Communicates potential risk issues and reports abuse or unsafe or illegal practices as required by law
* Ensures the maintenance and confidentiality of client records and employee files
* Is accountable for the implementation of clinical policies in accordance with the Nurse Practice Act
* Provides client visit support, as needed

**Employee Engagement**

* Applies critical thinking skills to facilitate leadership, problem solving, and strategic planning related to operational processes and clinical services
* Participates in recruiting, hiring, and identifying the training needs of clinical staff
* Assists / conducts with annual employee evaluations for clinical staff (RN, LPN, CNA, HHA)
* Assists / conducts with employee Performance Improvement Plans (PIP)
* Available as needed for emergent situations, surveys, and clinical guidance for staff
* Identifies the standards of practice for agency personnel and communicates these standards to them
* Oversees and/or provides staff development and in-service education programs to ensure competencies of staff and to meet regulatory requirements
* Participates in the organization's strategic planning activities

**Growth/Finance**

* Ensures accurate documentation for billing
* Manages clinical operations and services within budget
* Responsible for overseeing case management to ensure accurate billing practices
* Understands and communicates financial goals and objectives to staff
* Ensures the accuracy of public information materials and activities
* Provides community awareness and outreach programs for community education

**Other Duties as Assigned**

* This job description is not intended to cover or contain a comprehensive listing of activities, duties or responsibilities that are required of the employee for this job. Duties, responsibilities and activities may change at any time with or without notice.

**PERFORMANCE METRICS**

To gauge an employee’s performance, results are measured using the following indicators and goals

**Client Experience (Quality)**

1. 30 Day Retention: Clients on service less than 30 days <15%

**Clinical Outcomes (Compliance)**

1. 1 Client Chart Audit/Week

**Employee Engagement**

1. Annual Reviews Overdue < 25 days
2. RN Turnover < 15%

**Growth/Finance**

1. # of Admissions meet or exceed budgeted forecast

**QUALIFICATIONS**

1. Must be able to sit, bend, or stand without restrictions and lift up to 30 pounds.
2. Must be a graduate of an accredited school of nursing and licensed in the State of service as a registered nurse.
3. A minimum of one (1) years prior nursing experience required, minimum of one (1) year of Home Care experience preferred
4. Proficiency in using mobile technology
5. Ability to Multi-task and work under time constraints
6. Passion to serve the aging population, demonstrating strong customer service skills at all times
7. Demonstrates strong leadership skills

**WORK SCHEDULE**

The RN Clinical Supervisor's schedule is variable due to the responsibilities of the position. The RN Clinical Supervisor is expected to be available during normal business hours to coordinate client service delivery.

I, the undersigned have read the contents of the Recover Care Mission and Philosophy as well as the job description and understand that I am accountable for all the duties and responsibilities outlined herein. Also, I understand that if I fail to achieve to the provisions of the Recover Care Mission and this position description I may be terminated.

Employee Signature\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Date \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Supervisor Signature \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Date \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_