

**Crusader Community Health
Job Description**

Job Title: Medical Unit Manager

Job Status: Exempt

Job Grade: 26

Manager Title: Director of Clinical Operations

POSITION SUMMARY:

This is a direct service position in Crusader Community Health (CCH). The Medical Unit Manager is a registered nurse who provides support to the patient care teams under the direction of the Director of Clinical Operations. The Medical Unit Manager (MUM) monitors medical support staff to ensure optimal patient care, patient care team coverage and assignment completion. The MUM participates in a team approach to patient care by attending and contributing in regular team meetings and education sessions.

ESSENTIAL FUNCTIONS:

1. Demonstrate the qualities outlined in the “The Crusader Way- Customer Service Standards of Excellence” program when interacting with patients, their families and friends, and fellow employees.
2. Maintains positive and effective working relationships with community partners as well as area hospitals.
3. Assists in the development, implementation, and reinforcement of clinical projects and workflows.
4. Utilizes nursing research in decision making processes and ensure knowledge is up to date by actively participating in appropriate professional development.
5. Provides leadership to other clinical teams as needed during management absences and vacancies.
6. Supervises all medical support staff; including hiring, training, evaluating performance, and disciplining.
7. Works collaboratively with providers to optimize clinical quality and enhance the patient care experience.
8. Coordinates schedules, training and orientation of all medical support staff and students/externs.
9. Maintains staffing needs by arranging coverage for call-offs, paid time off, Family Medical Leave, meetings and lunch times.
10. Takes an active role in providing direct patient care, as needed.
11. Coordinates patient flow to ensure timeliness of patient treatment and works to resolve concerns that impede the model.

12. Acts as liaison between the Director of Clinical Operations and patient care teams.
13. Responsible for processing weekly employee payroll.
14. Ensures that the department and work areas are adequately supplied and cleaned according to departmental standards, are ready to receive patients for care or services provided by the department and work to resolve concerns that impede the model to the Director of Clinical Operations.
15. Completes employee performance evaluations and discipline in accordance with CCH policy.
16. Ensures the application of agency policies as they relate to teamwork, continuous improvement of services, guest relations, confidentiality, patient contact and patient flow.
17. Assists in data collection for the purpose of tracking quality measures.
18. Serves as the unit leader for HRSA, JOINT Commission and other regulatory visits and surveys.
19. Serves as the unit leader for ensuring measures to meet patient satisfaction goals.
20. Appropriately addresses patient/guest and employee concerns per CCH policy and resolves conflict.
21. Participates in all applicable meetings as required.
22. Responsible for designating and overseeing staff assignments of recommended and appropriate equipment maintenance schedules as indicated by OSHA, hazard communication, and regulatory agencies.
23. Accountable for maintaining and enforcing appropriate safety standards in the work place.
24. Responsible for communicating memos, policies and procedures to staff.
25. Maintains a positive work environment for medical unit staff.
26. Other duties as assigned:
 - a) Specifically, the Medical Unit Manager for Women's Health Services (WHS) will provide oversight of the scheduling functions of the WHS Message Center and surgery scheduling.
 - b) Specifically, the Medical Unit Manager responsible for Pediatric Health Services will be responsible for Vaccines for Children management throughout Crusader Community Health, as well as provides oversight to the School Based Health Centers.
 - c) Specifically, the Crusader**NOW!** Medical Unit Manager will be responsible for assisting with nursing needs on the unit as necessary.
 - d) Specifically, the Living with HIV Medical Unit Manager will be responsible for

maintaining standards of care in accordance with Ryan White grant standards.

QUALIFICATIONS:

Knowledge of:

- State of Illinois Nurse Practice Act and the Nurses Code of Ethics
- Nursing assessment, diagnosis, planning, intervention, and evaluation process
- The healthcare environment as it relates to the patient care delivery system
- Research databases to remain current on best practices and updates in patient care
- Familiarization with the Illinois Medical Practice Act
- Available community resources
- Age-specific care
- Culturally sensitive care
- Crusader Community Health resources

Ability to:

- Comprehend and interpret nursing research
- Ability to meet physical demands of an ambulatory care setting
- Manage and supervise personnel
- Communicate effectively both verbally and written
- Maintain professionalism in stressful situations
- Manage time effectively, follow-through, and priority-setting
- Implement change initiatives
- Meet the demands of an ambulatory care setting
- Use independent professional judgment
- Follow Crusader policies and guidelines
- Supports the mission of the organization
- Support organizational goals and values
- Travel between locations
- Adapt to changes in the work environment; manage competing demands; change approach or method to best fit the situation; deal with frequent change, delays, or unexpected events
- Work independently with minimum/no supervision
- Prepare and maintain records
- Write reports and routine business correspondence
- Maintain the confidentiality and records of employee data; and confidentiality of organizational strategic initiatives you may be exposed to
- Deal tactfully and courteously with employees at all levels and the general public
- Demonstrate professionalism by approaching others in a tactful manner
- Treat others with respect and consideration regardless of their status or position
- Accept responsibility for your own actions
- Follow through on commitments
- Identify and resolve problems in a timely manner
- Manage difficult or emotional employees or situations
- Conserve organizational resources by being cost conscious

- Look for ways to improve and promote quality; demonstrate accuracy and thoroughness

EDUCATION/EXPERIENCE/TRAINING:

Education:

- Associates Degree in Nursing required, Bachelor's Degree preferred
 - Bachelor's or Master's in Nursing, Healthcare Administration or other related degree is required within three years of date of hire
- Graduate of an approved school of Registered Professional Nursing
- Current Illinois Registered Professional Nursing license
- Current CPR certification through the American Heart Association

Experience:

- One-two years of management and leadership experience in direct patient care is strongly preferred
- Previous experience in ambulatory care, hospital, or public health required
- Strong adult-health, medical/surgical, pediatric, and/or women's health experience preferred
- Experience utilizing an electronic medical record required

Technical Knowledge:

- **Equipment:** Personal computer, facsimile machine, voice mail system
- **Software Knowledge:** Windows, MS Office (Word, Excel, PowerPoint), Electronic Medical Record, i2i

Physical Requirement Form

Job Title: Medical Unit Manager

Physical Demands	Continuous over 70%	Frequent 40-60%	Occasional 15-39%	Rarely Up to 15%
Sitting		X		
Standing		X		
Walking		X		
Climbing		X		
Bending		X		
Pushing / Pulling			X	
Carry / Lift			X	
1-15lbs			X	
15-30lbs			X	
30-50lbs				X
Fine hand / Eye Coordination	X			
Exposure to Blood and Body Fluids				X
Exposure to Extreme Heat, Cold, Temp Fluctuations				X
Exposure to Hazardous Chemicals				X
Concentration on Detail	X			
Oral Communication	X			
Written Communication	X			
Ability to distinguish colors		X		

Crusader Community Health does not require nor does it expect that an employee lift over 50lbs unassisted. Objects in excess of 50lbs should be lifted or moved with mechanical means or a team lift.

Employee Signature: _____ Date: _____

The above statements are intended to describe the general nature and level of work being performed. They are not intended to be construed, as an exhaustive list of all responsibilities, duties and skills required of personnel so classified. They are representative to the knowledge, skills, and abilities that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.