

STATE OF NORTH CAROLINA OFFICE OF STATE PERSONNEL POSITION DESCRIPTION FORM (PD - 102A-92)		APPROVED CLASSIFICATION: _____ _____ EFFECTIVE DATE: _____ ANALYST: _____ (This Space for Personnel Dept. Use Only)
1. Present Classification Title of Position: PHN Supervisor II	7. Pres.15 Digit Pos. No. / Prop. 15 Digit 522-40-400	
2. Usual Working Title of Position: Personal Health Supervisor	8. Department, University Commission, or 9. Agency: Person County Health Dept.	
3. Requested Classification of Position:	9. Institution & Division: Person County Health Department	
4. Name of Immediate Supervisor: Janet Clayton	10. Section & Unit: Personal Health Services	
5. Supervisor's Position Title & Position Number: Local Health Director I 522-16-220	11. Street Address, City and County: 355A South Madison Blvd. Roxboro, NC 27573	
6. Name Of Employee: Vacant	12. Location of Workplace, Bldg. and Room No.: 355A South Madison Blvd. Roxboro, NC 27573	

I. A. PRIMARY PURPOSE OF ORGANIZATIONAL UNIT:

The primary purpose of the Person County Health Department is to provide public health services that allow the promotion of optimal health and well-being of the citizens of Person County. The focus of service is health promotion and disease prevention. Emphasis is placed on meeting the physical, emotional, social and economic need of the clients who present to the health department for services through coordinated efforts of the health care team including other community health and social agencies.

B. PRIMARY PURPOSE OF POSITION:

The primary purpose of this position is to plan, direct, organize and administrate a complex variety of services and personnel in the generalized personal health programs. The Personal Health Services section is comprised of a multi-disciplinary team of approximately 15 employees. This position is responsible for the setting of priorities, the development of programs to address identified health needs and determination of necessary resources to carry out these programs.

The Personal Health Programs consist of Adult Health, Breast and Cervical Cancer Control Program, Child Health and Adolescent Health Services, Maternal Health Services, Women's Preventive Health Services, Communicable Disease, Pregnancy Care Management, Care Coordination for Children, Sexually Transmitted Disease Control, TB Control, Immunization, Smart Start Community Services, and Maternal/Newborn Home Visiting Program. Laboratory Services is also included in this section.

This position is responsible for the delivery of services in accordance with the NC Dept. of Health and Human Services program requirements and the legal practice of nursing. The

PHN Supervisor is both an advocate and spokesperson regarding nursing and public health issues to state, regional and local agencies; to the county board of health; to the medical community and the community at large. This position represents the Personal Health Services Section and the Health Department at meeting and workshops. The PHN Supervisor II also establishes and maintains effective communications and relationships throughout the community. The PHN Supervisor has the responsibility to review all nurse applicants to assure appropriate education and experience, and that licensure requirements are met. This position also assures that the agency is in strict compliance with the standards in the current Nurse Practice Act.

C. WORK SCHEDULE:

Regular work hours are Monday-Friday: 8:00 AM-4:30PM with one hour for lunch. May have to participate in additional responsibilities and program requirements after normal working hours such as Board of Health Meetings and epidemiological outbreak investigations. May also have to work during inclement weather and natural disaster situations if the county deems it necessary to open a shelter. 24/7 availability.

D. CHANGE IN RESPONSIBILITIES OR ORGANIZATIONAL RELATIONSHIP:

This position has assumed responsibility for management of Laboratory Services which includes one Medical Laboratory Technologist and a Medical Laboratory Technician II. Additionally, this position is responsible for the Pregnancy Care Management and Care Coordination for Children programs. Changes in local, state, or federal regulations, new or expanded services and new policies and procedures may require changes in responsibilities or organizational structure from time to time. Duties may vary as the Health Director identifies additional responsibilities or as organizational changes occur.

II. A. DESCRIPTION OF RESPONSIBILITIES AND DUTIES:

SUPERVISORY RESPONSIBILITIES

1. Plans operations for clinic and community health nursing staff and outreach staff, including setting short and long term planning goals with the Health Director and appropriate program medical directors. Staffing requirements and needs are assessed, based on caseloads, services being offered and standards of care for local health department. Program responsibilities are assigned based on the knowledge, training, classification and interests of the staff.
2. Works with the Health Director and Finance Officer in evaluating available financial resources and developing budget recommendations. Responsible for accurately assessing personnel, operation, and capital resources needed to carry out programs and developing and justifying with input from team members and program coordinators, the overall and individual program budgets for presentation to the health director and financial officer.

Responsible for presenting program and personnel needs to the Health Director in preparation of the local budget. Collaborates directly with the Health Director in

preparing the local budget. Develops program and personnel needs as required. Reviews expenditure reports for program areas as needed.

3. Conducts on-going monitoring of programs to verify that objectives are being met. Makes adjustments in program areas as needed. Collects data, sets objectives and goals for the agency programs and personnel goals in collaboration with the staff and health director.
4. Participates on the Health Department Management Team to ensure that clinical staff activities and services are coordinated with medical providers, laboratory, health director, nutrition, environmental health, home health and hospice, management support and financial personnel.
5. Collaborates with the Community Needs Assessment Work Group in preparing the Community Health Assessment Initiative by determining what needs and resources are available.
6. Prepares and negotiates the Contract Addenda of each program area with state consultants and with the assistance of the Health Director as needed. Works in conjunction with Program Coordinators.
7. Responsible for Quality Assurance through record audits and reviewing documentation of service and care rendered. Reviews audit summaries; establish and implements corrective action plans and monitors to ensure staff compliance.
8. Plans with the Health Director for changes in services and personnel to meet the health needs of Person County residents. Develops new services including equipment, supplies, staff needs, tracking requirements and community education as needed. Works in collaboration with the Health Director in writing/presenting proposals for new or additional staff and/or programs.
9. Writes and/or assists program coordinators in developing and updating policies and procedures for all programs in conformity with public health nursing standards, consultant recommendation and guidance, medical directors' standing orders and agency standards.
10. Delegates appropriate tasks to program staff. Notifies staff about program guidelines and initiatives; keeps staff informed of changes in guidelines. Sets priorities and deadlines. Communicates with appropriate program coordinators and staff to accomplish this.
11. Monitors statistical data to help identify trends which might indicate programmatic and/or staff changes.
12. Reviews contracts annually for all services provided under contract for clinical services.

13. Reports to Health Director as needed to obtain guidance and receive duties as assigned.
14. Provides leadership and motivation to staff.
15. Writes and contributes to new and existing job descriptions. Submits job descriptions to the Health Director, who then submits them to the Office of State Personnel as needed.

DIRECTING AND ORGANIZING

1. Responsible for the presence of a professional atmosphere which protects patient privacy and confidentiality.
2. Represents the health department or designates other staff members to represent the health department or in interagency, human service professional meetings and committees.
3. Receives incoming mail, referrals, memos from Division of Public Health and other professional organizations. Reads, responds and shares with other staff members as appropriate.
4. Keeps up to date on current information in health care and communicates developments to staff members as appropriate.
5. Supervises the development and maintenance of program manuals to assure delivery of services according to State and Local Guidelines and the legal practice of nursing.
6. Supervises the ordering of clinical supplies, pharmacy maintenance and ordering of needed equipment. Approves requisitions for purchase of supplies and materials from appropriate staff.
7. Works in collaboration with the laboratory manager re: policies and procedures of infection control, OSHA, and CLIA regulations. Serves on the in- house Safety Committee and Laboratory Quality Assurance Committees.
8. Supervises and assures that appropriate follow-up for all positive/abnormal diagnostic test results (patient) are carried out according to state and local guidelines.
9. Collaborates with Health Educators in development of patient and community education programs and materials in accordance with program requirements and public health needs. Assists with preparation and previews media for publication to the community.

10. Assures employee and client safety while in the Health Department (and while staff is working for the Health Department) and assures incident reports are written and given to the appropriate section.
11. Assists in organizing special community activities that the Health Department is involved in and negotiates with community agencies re: Health Fairs, Special Programs (Personality, Relay for Life, Week of the Young Child, Council on Aging, Local Churches, etc).
12. Collaborates with the Management Support Supervisor in developing and maintaining clerical support requirements for patient care services.
13. Supervises and collaborates with other disciplines and Program Coordinators in the Personal Health Section re: policies, procedure, data collection, caseload, decision making and problem solving.
14. Acts as liaison for agency with other health care providers such as the local hospital, DSS, Council on Aging, local and out of town medical providers, Red Cross, EMS, and assigned medical directors.
15. Participates in the health department's strategic planning process.

PERSONNEL RESPONSIBILITIES

1. Works in conjunction with the clinic coordinator to prepare monthly schedules to arrange staff assignments and time off according to policy guidelines. Assures adequate coverage of services and events at all times
2. Plans, executes, and evaluates ongoing staff development and training for various types of personnel. Arranges for clinical and field experiences in the health department for nursing students from other educational agencies. Collaborates with school's faculty and health department staff to assure availability of learning experiences for students as needed.
3. Responsible for checking and validating monthly time sheets, time studies and travel requests of staff supervised. Approves requests from Personal Health Nurses, Laboratory and Case Management Staff.
4. Responsible for direct recruitment and the employment process of new clinical and outreach staff personnel. Participates on interview teams with other Health Department Sections as requested. Knowledge of process of hiring and dismissal per State Guidelines.
5. Develops and orients new staff to Health Department Services as necessary according to their job descriptions. Works with supervised staff to approve and arrange continuing education as needed.

6. Responsible for counseling employees regarding their professional and career goals and coaching them in their job performance and professional development, conducting annual performance appraisals; undertaking disciplinary actions in conjunction with the Health Director and involved staff member.
7. Provides guidance for staff in assessing client needs and developing a plan of care and make supervisory visits as indicated.
8. Responsible for planning an on-going evaluation of personal performance through self evaluation and evaluation conference with employee. This evaluation will include quality, quantity of work, goals, initiative, adaptability and relationships with clients and fellow employees. Responsible for maintenance of the performance work plan. Reviews work of staff on-site and in the home, through written reports, and individual and team conferences. Counsels staff as needed.
9. Verifies current license for all licensed personnel on an annual basis.
10. Makes adjustment in assignments of any supervised staff to cover for heavy caseloads or staff on leave.
11. Conducts staff meetings to discuss clinical issues, problem solve and keep staff updated on issues.
12. Positions Supervised:

Maternity Program Nurse Coordinator (PHN III)
 Family Planning/STD Nurse Coordinator (PHN III)
 Adult Health/BCCCP Coordinator (PHN II)
 Child Health Program Coordinator and Day Care Nurse (PHN III)
 Maternity Nurse (PHN II)
 Immunization/Communicable Disease Nurse (PHN II)
 Clinic Nurse (PHNII)
 Postpartum/Newborn Home Visiting/Clinic Nurse (PHN II)
 Clinical Licensed Practical Nurse
 Medical Laboratory Technologist
 Medical Laboratory Technician II
 Public Health Emergency Preparedness Coordinator (PNH III)
 Social Work Supervisor I
 Social Worker II

DIRECT PATIENT CARE

1. Provides direct service to patients which include but not limited to:
 - a. Interviewing patients, counseling patients—all clinics
 - b. Pill pick-ups, depo visits, nuva ring, birth control patch refills

- c. Assessing needs of patients who, by phone or in person, request information and/or appointments.
- d. Record on patient charts as indicated
- e. Perform physical assessments on BCCCP patients as needed.
- f. Perform STD Cultures and wet preps as needed.
- g. Facilitates referrals of patients to other providers by arranging appointments; providing information to patients or clinic provider on community resources.
- h. Assists clinic provider as needed, administers STD medications and/or depo and assist with procedures as needed.
- i. Functions as staff nurse to provide patient care services in the absence of staff or inadequate number of staff assigned to these responsibilities. Includes TB program back-up, administration of immunization, rabies program back-up, and other programmatic needs.
- j. Performs CPT/ICD-9 coding procedures. Works in collaboration with the billing clerk. Available as resource for questions regarding reimbursement.

OTHER DUTIES

- 1. Serves on the Epidemiology Control Team. Serves on various other advisory boards.
- 2. Collaborates with Board of Education School Nurses and negotiates School Health Plan with the Health Director and School Superintendent. Serves as liaison between Person County Health Department and Board of Education School Nurses regarding health issues.
- 3. Works in collaboration with Immunization Nurse to coordinate the influenza/pneumonia and other immunization initiatives.
- 4. Assures that all forms/charts are correctly completed and turned in in a timely manner.
- 5. May be required to participate in Disaster Health Services and drills. Participate in Emergency Management Program and Exercises.
- 6. In the event that the Health Director cannot be contacted, and the situation requires prompt attention: Any situation that arises and affects the department excluding home health and hospice shall be addressed to and handled by the Personal Health Nursing Supervisor.

II. B. OTHER POSITION CHARACTERISTICS:

- 1. Accuracy Required in Work:

This position must be able to communicate very clearly and accurately orally and in writing. Must be able to accurately interpret oral/written guidelines, instructions and

policies and to accurately communicate interpretations, etc. to staff, co-workers, and patients in the case of clinical services. Must practice defensive driving when on agency time clock. Accuracy is necessary when assessing needs and making plans for nursing services and other public health programs within the Personal Health Services.

2. Consequence of Error:

Consequence of error in work performance could result in life and health status of patients. Loss of public confidence in the agency as a resource for safe, appropriate health education and care. Errors can also result in ineffective services, pay-backs of grant funds, violation of the Nurse Practice Act with legal consequences and/or medical/nursing errors, which could result in professional liability consequences—ie: malpractice.

3. Instructions Provided to Employee:

The Nurse Practice Act clearly defines the practice of nursing. Mandated written instructions and guidelines for each individual nursing program are received from the Dept. of Health and Human Services. Nursing consultation and advice is available as needed. Federal and State mandates statues and laws in addition to written and verbal county policies and instructions are also received from the county commissioners and county administration via the Health Director. General instructions are provided by the Health Director. The employee functions independently. Work is self-planned. Major changes in plans and work standards are discussed with the health director, North Carolina Board of Nursing, County Manager, Board of Health and County Commissioners.

4. Guides, Regulations, Policies, and References Used by Employee:

Employee follows the Nurse Practice Act, Local Policies and Procedures, Public Health Laws and Rules, Local and State Personnel Policies, OSHA, Physician's Standing Orders, County and State Personnel Policies, Guidelines From the NC Board of Nursing, CLIA Guidelines, Program Manuals for each Personal Health Program, and Workers Compensation Act, etc.

5. Supervision Received by Employee:

The Public Health Nurse Supervisor works with a great deal of autonomy. Receives supervision and guidance from the local Health Director, Office of Public Health Nursing and State Consultants. Reports directly to Health Director.

6. Variety and Purpose of Personal Contacts:

Confidentiality with Health Department and other agencies. Works with the public when they have questions, concerns, complaints or problems. Ensures that factual, accurate information is available to the public. Daily contact with staff, patients, and the general

public through the supervision of clinical programs. Meets with Health Director and/or other management team members as needed.

7. Physical Effort:

Must be physically able to perform job duties, walking, standing, sitting, lifting, driving a car, restraining children as needed when performing labwork or giving immunizations. Must be able to move through the Health Department to perform duties and get to sites of meetings and programs held outside of the Health Department.

8. Work Environment and Conditions:

Functions in PHN office, clinic, and community. May have to drive in adverse weather conditions. May be exposed to abusive patients and/or family members. Exposure to blood and body fluids is a potential hazard. Exposure to contagious and/or communicable diseases.

9. Machines, Tools, Instruments, Equipment, and Materials Used:

Telephone, computer, postage machine, fax machine, blood pressure cuff, autoclave, Hgb. Machine, stethoscope, otoscope, ophthalmoscope, thermometer, specula, needles, syringes, blood drawing equipment, automobile, PPE, etc.

10. Visual Attention, Mental Concentration and Manipulative Skills:

Supervision of personnel, program planning, preparing reports, problem solving and encouraging/counseling staff. Active listening is essential to carrying out the duties and requires mental concentration and visual attention to assess both verbal and nonverbal communication. Observation, analytical thinking and problem solving activities also involve a high level of mental concentration and visual attention. These skills are necessary to adequately make assessments and to plan, implement and evaluate interventions. Work includes visual acuity for reading charts, reports, visual assessment of patients, reading blood pressures, thermometers, hemoglobins, driving automobile and using the computer. Accountable for the work of a group of employees including responsibility for work planning, work assignments, and personnel functions.

11. Safety for Others:

Must ensure that established guidelines for OSHA Bloodborne Pathogen Standards, aseptic and sterile technique, workplace safety are followed. Ensures that staff is competent and knowledgeable of policies and procedures. Ensure the confidentiality of patient information. Practices safe use of motor vehicle.

12. Dynamics of Work:

Supervises a variety of public health nursing and ancillary services which change due to grant funding, guidelines and community needs. Actively participates in community activities to represent public health and stay abreast of the changes and the needs of the community. Strategically re-assigns staff during unexpected caseload changes and staff shortages. Must be flexible and an effective team player.

III. KNOWLEDGES, SKILLS, AND ABILITIES AND TRAINING AND EXPERIENCE REQUIREMENTS:

A. Knowledge, Skills and Abilities:

Thorough knowledge and skills in the administration and organization of public health nursing programs; thorough knowledge of public health nursing and supervision of staff and programs. Knowledge of available resources and organizations concerned with public health work in North Carolina. Displays considerable knowledge of public health administration on the local level, educational methods and training techniques, and knowledge of State/Federal laws relating to public health. Possesses the ability to plan, coordinate, and supervise the work of others. Ability to present findings, comments, and opinions clearly and concisely in oral and written form; ability to exercise good judgment in appraising situations and making decisions; ability to plan and execute work effectively and to deal tactfully with the public and other health professionals. Possesses exceptional organizational skills, effective interpersonal skills and conflict resolution skills.

B. 1. Required Minimum Training:

Master's in Nursing and three years of Public Health nursing experience (including one year of experience in a supervisory capacity); or graduation from a four-year college or university with a B.S. in Nursing which includes a Public Health Nursing rotation and four years of Public Health nursing experience (including one year of experience in a supervisory capacity); or a Master's in Public Health and graduation from a school of professional nursing and three years of Public Health Nursing experience (including one year of experience in a supervisory capacity); or graduation from a school of professional nursing and five years of professional nursing experience four of which must have been in Public Health (including one year of experience in a supervisory capacity); or an equivalent combination of training and experience.

2. Additional Training / Experience:

Computer Skills and other trainings as necessary. CPR Certification

3. Equivalent Training and Experience:

See required minimum training.

C. License or Certification Required by Statute or Regulation:

Must be licensed as a registered nurse in the State of North Carolina.
Must possess a valid North Carolina Driver's License.

IV. CERTIFICATION:

I certify that (a) I am the Immediate Supervisor of this position, that (b) I have provided a complete and accurate description of responsibilities and duties, and (c) I have verified (and reconciled as needed) its accuracy and completeness with the employee.

Signature_____Title_____Date_____

Employee's Certification: I certify that I have reviewed this position description and that it is a complete and accurate description of my responsibilities and duties.

Signature_____Title_____Date_____

Section or Division Manager's Certification: I certify that this position description, completed by the above named immediate supervisor is complete and accurate.

Signature_____Title_____Date_____

Department Head or Authorized Representative's Certification: I certify that this is an authorized official position description of the subject position.

Signature_____Title_____Date_____