



JOB DESCRIPTION

Job Title: Licensed Vocational Nurse

Department: Clinical

Reports To: Patient Services Manager, Clinical Manager or Clinical Nurse Educator

FLSA Status: Non-Exempt

Prepared Date: 6/1/09

[This information indicates the general nature and level of work performed by an employee in this role. It is not designed to contain a comprehensive inventory of all duties, responsibilities, and qualifications required of employees assigned to this role. This description supersedes any previous or undated descriptions for this role. Management has the right to add or change the duties of the position at any time with or without notice. Additionally, specific employer provided training and updating of procedures, as deemed necessary should be an ongoing responsibility of the employee.]

Summary

Under general supervision of the Patient Services, Clinical Services Manager or Clinical Nurse Educator assists physicians with patient care, clerical, environmental and organizational tasks. Responsible for providing professional nursing care to pediatric patients in an out-patient clinic setting.

Essential Duties and Responsibilities includes but not limited to the following:

- Provides patient care services in accordance to and ensures compliance with governmental and other regulatory standards.
- Provides patient care essential to the assessment, promotion, maintenance and restoration of patients' health and wellness.
- Participates in and assists in the development of telephone triage guidelines ensuring the consistent delivery of patient care education.
- Implements Customer Service Excellence standards.
- Maintains strictest confidentiality.
- Clinic-related duties as assigned.

Supervisory Responsibilities

This job has no direct supervisory responsibilities.

Competencies

To perform the job successfully, an individual should demonstrate the following competencies:

- **Accountability** - Accepts responsibility for actions and decisions, whatever the outcomes are. Constructively questions why we do things certain ways. Requires little supervision. Exercises time management. Prioritizes and

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organizes work effectively in order to meet deadlines. Is committed to task at hand. Takes ownership - is responsive and dependable to ensure work gets done. Results oriented.

- **Change Oriented/Flexible** -Initiates change when necessary. Takes action quickly to correct or prevent problems. Shows enthusiasm for new ideas, programs and procedures. Is multi-skilled and able to apply knowledge/skills across broad spectrum. Can take on new tasks or switch focus as needed.
- **Communication Skills** - Communicates effectively with department team members and other business groups throughout all levels of the organization. Also communicates effectively with external parties. Speaks clearly and concisely. Expresses thoughts and ideas easily in groups and in one-to-one conversations. Adapts communication style to fit the audience, in order to keep their attention and enhance their understanding. Shows interest in what others have to say. Listens attentively to questions and comments. Expresses appreciation for others' point of view. Participates in and/or facilitates meetings. Possesses well-developed written communication skills to communicate effectively via business memorandum, letter or written report. Ability to teach specific tasks utilizing multimedia for visual, auditory and tactile learners.
- **Creativity/Forward Thinking** - Shows foresight in recognizing problems, changes, and trends relevant to area of responsibility. Sees big picture and is a strategic thinker. Generates ideas and creative solutions. Challenges the status quo in thought and action, when appropriate. Inspires creative thinking in others. Considers others' ideas and suggestions with an open mind. Is creative in looking for new ways to utilize resources and seeks efficiencies.
- **Customer Focus (Internal and External)** - Develops customer (internal and external) relationships by making efforts to listen to and understand the customer. Anticipates and provides responsive solutions to customer needs. Is able to get results in adverse situations. Ability to maintain customer confidence and trust. Gives high priority to customer satisfaction. Works cooperatively with other employees in meeting customer expectations/needs. Interacts with customers in a courteous, friendly, and timely manner.
- **Decision Making** - Identifies problems, secures relevant information, and relates data from different sources. Identifies possible causes of problems and takes corrective action in a timely manner. Uses best judgment to develop alternate courses of action and makes timely decisions based on logical assumptions and factual information. Recommends actions. Balances different needs and goals of the organization.
- **Individual Leadership** - Sets example for excellence. Influential, persuasive, stretches for higher levels of performance. Treats all people with respect and dignity. Is approachable and self-confident. Maintains the highest standards of business ethics.
- **Team Orientation** - Works with others for the common good of all and tolerates differences. Strives to set team, group, and individual objectives

that are in concert with overall company objectives. Demonstrates enthusiasm, mutual respect, motivation and growth.

Qualifications

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Education and/or Experience

Active California Vocational Nursing licensure. Five (5) years professional nursing experience preferred, including 2 years experience in an outpatient pediatric clinic.

Knowledge

Knowledgeable of current nursing scope of practice.

Language Skills

Ability to read, analyze, and interpret general business periodicals, professional journals, technical procedures, or governmental regulations. Ability to write reports, business correspondence, and procedure manuals. Ability to effectively present information and respond to questions from groups of managers, clients, customers, and the general public.

Mathematical Skills

Ability to add, subtract, multiply and divide in all units of measure, using whole numbers, common fractions, and decimals. Ability to compute rate, ratio, and percent and to draw and interpret bar graphs.

Reasoning Ability

Ability to solve practical problems and deal with a variety of concrete variables in situations where only limited standardization exists. Ability to apply and modify the principles, methods and techniques of professional nursing. Ability to interpret a variety of instructions furnished in written, oral, diagram, or schedule form.

Computer Skills:

Proficiency in Microsoft Office (Outlook, Word, Excel, Power Point) a plus. Ability to quickly learn and work with Company-specific software programs (Athena) as well as insurance carriers/IPAs software programs. Ability to navigate and conduct research using the Internet.

Certificates, Licenses, Registrations

Current California LVN license. Certificates of completion for programs/equipment training utilized within the clinics. Maintains current CPR certification.

Other Skills and Abilities

Strong inter-personal communication skills. Able to positively interact with a diverse range of customers, affiliates, vendors, providers, and internal staff.

Must be able to effectively plan, organize, delegate and manage multiple tasks simultaneously. Proficiency in gathering, analyzing and interpreting information. Ability to evaluate the effectiveness of existing methods and procedures and recommend improvement.

Must have proven skill and ability to operate office and laboratory instruments.

Customer Service

Maintains professional conduct and relationships with customers and outside vendors as well as providers and internal staff. Presents a friendly and professional image.

Physical Demands

The physical demands described here are representative of those 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.

Must be able to use appropriate body mechanics techniques when assisting patients. Requires full range of body motion including handling and lifting patients. There will be a need to move or lift articles and boxes up to 25 pounds. As a good safety practice, Pediatric Partners does not expect any employee to move or lift articles outside or beyond the normal capabilities of its employees.

Employees are encouraged to get a buddy/partner when lifting articles that are not easily moved or lifted by one person or could sustain injury without a partner.

- Bending, stooping, reaching, twisting, lifting, pushing, pulling and moving items. Requires the ability to move around and maneuver products when necessary.
- Responding to public address system announcements. Requires listening for general and or emergency information announcements.
- Walking and standing. Requires moving around.
- Identifying and reading reports, safety signs, company documents, etc. Requires recognizing, identifying and using company documents when necessary.

While performing the duties of this job, the employee is regularly required to talk or hear; therefore corrected vision and hearing to a normal range are required. The employee frequently is required to use hands to finger, handle, or feel. The employee is occasionally required to stand, walk, sit, reach with hands and arms, and stoop, kneel, crouch or crawl. Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception, and abilities to adjust to focus.

Work Environment

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Work is performed in a combination of medical office and exam/procedure room environments. Work settings are well lighted, well ventilated and provide adequate space.
- Involves frequent contact with staff, patients and the public. Work may be stressful at times. Contact may involve dealing with sick, angry or upset people.
- Exposure to communicable diseases, medicinal preparations, sharp instruments, bodily fluids and other conditions common to a clinical setting.
- The noise level in the work environment is usually moderate.

ACKNOWLEDGEMENT

I have received and reviewed the job description. In addition, I am able to perform the essential functions of the job with or without reasonable accommodation. If reasonable accommodation is needed, it will be my responsibility to make it known to the Company.

Reasonable Accommodation Request (if any): _____

Applicant's or Employee's Name (Print)

Applicant's or Employee's Signature

Date