



## Ulu Clinic Team Lead

We are a community health center located in majestic Waimanalo, where **our mission** is to provide the highest level of primary and preventative health care services, with special attention to the needs of Native Hawaiians and the medically underserved, and improving the health and wellness of individuals and their `ohana (family) regardless of their ability to pay. We are committed to improving the quality of life for the people of Hawaii.

### Our Values

**Mālama (stewardship)**- We listen to people with our full attention, seeking to know them and understand their healthcare and wellness needs and aspirations for themselves, their family and the Waimānalo community. We will respond, to the best of our abilities, as caring, compassionate, engaged and professional partners in healthcare.

**`Ohana (family)**- We believe that wellness embraces the whole family and we welcome their participation in the healthcare of their loved ones. Our belief extends to the Waimānalo community-at-large where we build the foundation of good health and wellness for everyone, and we seek collaborative partners who share our values and vision.

**Pono(rightness and balance)** - We know that quality healthcare starts with people's trust in our services and the excellence of our care for them and the resources entrusted to us to meet their needs. We are committed to maintaining their trust by treating people with respect and confidentiality, and by being open about our organizational practices and results, seeking to continuously improve our work.

**We are seeking a dedicated, talented and team-oriented RN Team Lead to join our `ohana (family) to support our mission and values.**

**We offer competitive wages, excellent benefits and a great working environment.**

### SUMMARY

The 'Ulu Clinic Team Lead is responsible for coordinating the services of the 'Ulu Clinic, ensuring the delivery of safe nursing care to patients and accurate exchange of information between providers, patients and clients.

The Ulu Clinic Team Lead ensures the stewardship of clinic resources and assists with scheduling of staff to meet the needs of the clinic and clients. Responsible for proactive panel management for the Providers within the clinic. Responsible for maintaining an environment that provides care and safety of patients and team members. Implements policies that support the effective and efficient operation of the clinic and makes recommendations for updates/changes/new policies and procedures. Demonstrate willingness to work in cooperation with and support of others.

The 'Ulu Clinic Team Lead routinely identifies and assists in performance and process improvement opportunities and actively participates in these initiatives; promotes and assists in development and deployment of patient satisfaction efforts. Must demonstrate working knowledge of the patient population and the physical ability to perform patient care. This position reports to the Clinical Director

### QUALIFICATIONS

1. Certificate of graduation from an accredited nursing program with preferably a Bachelor's of Science in Nursing (BSN) or an Associate's Degree RN (ADN). Experience in Pediatric Medicine, Scheduling, Administration and Management in a Community Health Care Setting is desired.

2. Must have satisfactorily completed formal education in nursing theory and practices with basic knowledge of human anatomy and physiology, human behavior, mental health and illness, first aid, normal child growth and development, gynecological conditions, pregnancy, family planning, health maintenance screening, immunizations, acute and chronic illnesses.
3. Must have ability to read, comprehend, interpret, and apply knowledge to situations. Must be able to cultivate constructive, professional, interpersonal relationships.
4. Must have willingness to continually improve and expand medical knowledge base and clinical skills.
5. Demonstrated leadership, team building and change management skills.
6. Computer and medical office training or experience preferred.
7. Experience with Electronic Medical Records system is preferred.
8. Patient care training or experience required.
9. Pediatric and family experience is preferred
10. Familiarity with the communities to be served is preferred.
11. Demonstrated ability to communicate effectively with individuals, groups, and professionals in a culturally appropriate manner.
12. Demonstrated ability to work effectively as a member of a team.
13. Maintains strict confidentiality of all patients and employee information in compliance with HIPAA regulations.
14. Enforces clinic policies and procedures to ensure that the principles of Waimanalo Health Center are implemented.
15. Participates in customer service related issues.
16. Must have good communication, supervisory and organizational skills as well as a good understanding of patient and work flow processes.
17. Must have knowledge of Federal and State Reporting Requirements.
18. Must be able to work on Electronic Medical Records system.
19. Health care management experience preferred.

## **CERTIFICATES, LICENSES, REGISTRATIONS**

- Certificate of graduation from an accredited nursing program and Hawaii state nursing license is required.
- Hepatitis B immunization records or positive titers.
- Two-Step Tuberculosis is required.
- Current CPR/BLS. .

## **BENEFITS**

- Health Benefits (Medical, Dental Drug, Vision) – Employee coverage paid by WHC
- Discounted Medical and Dental services provided by WHC
- Paid Holidays – 10 Full days and 2 Half Days
- Paid Time Off (PTO)
- Paid Wellness Hours
- Wellness Bucks - \$200 annually
- Group Term Life Insurance
- Supplemental Group-term Life Insurance & AD&D Insurance
- Employee Retirement Savings Plan 403(b) – Employer match 50% of employee contribution up to a maximum of 3% of employee wages
- Flexible Spending Program

- Employee Assistance Program (EAP)
- Longevity Benefit – After 10 or more years of service
- Tuition Assistance Program
- Free Parking
- and more.....