

POSITION DESCRIPTION

Hospital Services Site Supervisor

Reports To: Hospital Services Clinical Director Position Status: Non-Exempt

Supervises: Hospital Services Staff Nurses Effective Date: 10/2016
and Technicians working at specific sites

GENERAL SUMMARY

The Hospital Services Site Supervisor is responsible to the Northwest Kidney Centers Hospital Services Clinical Director for designated operations of dialysis services provided at specific contracted sites. This includes performing: Hospital Services clinical duties; for orienting, supervising, and assisting in evaluating Hospital Services staff; responsibility for relations with patients, client hospital charge and staff nurses, and nephrologists or other physicians. The Supervisor must also provide clinical dialysis to patients.

DUTIES and RESPONSIBILITIES

1. Responsible for the overseeing of daily Dialysis operation on site and function as a Hospital Dialysis liaison. This will include participation in hospital specific activities and leadership roles within the institution.
2. Contribute to the annual core site specific staff performance evaluations in a timely manner and providing other meaningful feedback to staff on an on-going basis.
3. Represents NKC Hospital Dialysis Services as directed by the Clinical Director and performs ad hoc, standing committee, and other responsibilities at assigned site.
4. Provides input into Hospital Services policy and planning.
5. Reviewing, investigating, and resolving employee concerns at the site promptly.
6. Communicating NKC Personnel policies, procedures, and practices and monitoring compliance at the site.
7. Develops proper staff scheduling to ensure optimum coverage while using appropriate staffing guidelines, including productivity standards, RN/Tech ratios, and overtime hours, by assisting with completing monthly site specific staff schedules.
8. Plans and schedules site specific patient treatment assignments; is responsible for liaison with hospital and physicians.
9. Enters and tracks facility treatments into the Hospital Services scheduling system.

10. Coordinates and performs treatments including clinical assessment of patient's condition, physician consultation regarding orders, monitoring patient condition, administering medications, charting and other tasks.
11. Coordinates and performs hemodialysis technical and machine-oriented duties and responsibilities including setting up and checking machines and equipment, monitoring dialysis functions, and performing storage and other tasks.
12. Serves as a site specific clinical resource person for Hospital Services staff, hospital nursing staff, nephrologists, and other physicians. This includes resolving questions concerning programs, patient care orders, and patient care problems and conflicts, and coordinates service programs.
13. Keep informed of current clinical standards and practices involving inpatient dialysis services and recommends changes in policies and practices to keep programs up to date.
14. Attend yearly continuing education.

PLANNING

The position is responsible for planning staffing resources for the provision of patient care; and for assisting in the coordination of treatment planning with client hospital. It requires strong organizational and communication skills. Typical planning responsibilities are:

- Assisting in the development of Hospital Services programs, policies/ procedures, and special projects to support and work with the Hospital Services Clinical Director and site Administration.

SUPERVISION AND COORDINATION

The position supervises clinical staff. Directs subordinates include Hospital Services staff nurses, and technicians working at the institution.

Supervisory responsibilities assigned to the position include overseeing work of Hospital Services staff nurses and technicians working on site, development and orientation of new staff at the site, R/O water sampling program, machine electrical safety, assist the Hospital Services Manager for Regulatory Compliance and Quality Assurance with quality improvement activities at the site, contributes to performance evaluations, assist the Hospital Services Clinical Educator with planning of in-service education, and assisting in research projects.

EXTERNAL CONTACTS

The position has contacts with charge nurses and staff persons at the site, also with physicians and patients.

DECISIONS

The position is responsible to the Hospital Services Clinical Director for any decision-making required in dialysis operations at the institutions. Typical decisions include:

Determining whether Hospital Services hospital and clinical patient care practices, are met. This applies to safety, nursing and other matters.

FINANCIAL RESPONSIBILITY

The position is responsible for contributing to the overall financial performance of the Northwest Kidney Center through performance of supervisory and clinical responsibilities.

JOB CONDITIONS and PHYSICAL EFFORT

1. Must be able to communicate effectively in English; on the phone, in writing, and in person.
2. Must be able to use a computer; keyboard, mouse, and pull down windows in an efficient manner. Must be able to demonstrate use of appropriate software after training.
3. Duties and responsibilities are performed in a hospital and office environment. The Hospital Services Site Supervisor is exposed to chemicals; such as Bleach, Minncare, blood, and body fluids.
4. A valid Washington State driver's license and vehicle is required to travel to assignments.
5. Physical activities require the ability to stoop, reach; stand, walk; push, pull, lift; finger, grasp, feel; talk, hear; and repetitive motions of wrists, hands, fingers.
6. The physical requirements include the ability to lift/move up to 50 pounds occasionally, and lift/move up to 25 pounds frequently.
7. The position requires visual acuity to inspect dialysis machines, read, and provide patient care. Color discernment is a job requirement.

CUSTOMER SERVICE STANDARDS

All staff is responsible for demonstrating good customer service and professionalism.

1. **CONSIDERATION:** Greet customers promptly; Show courtesy; Recognize customers' needs; Respect privacy.
2. **CONCERN:** Listen to customers; Express appreciation; Be non-judgmental; Take responsibility.
3. **CONFIDENCE:** Show a positive attitude; Take personal initiative; Inform; Educate and reassure; Provide prompt follow-up.
4. **CONDUCT:** Hold appropriate conversations; Maintain a professional appearance; Establish teamwork; Show professional competency.

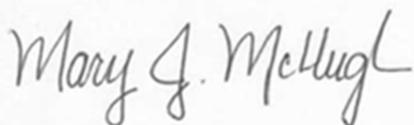
EDUCATION and EXPERIENCE

The Hospital Services Site Supervisor must have and a current unrestricted RN license in WA State.

The Hospital Services Site Supervisor should have the equivalent of three years of previous nursing supervisory experience, in dialysis and in a hospital setting following progressively responsible clinical responsibilities.¹

The above statements are intended to describe the general nature and level of work performed by people assigned to this classification. They are not to be considered as an exhaustive list of all job tasks performed by people so classified.

REVIEW and APPROVAL



10/2016

Date

Vice President of Administrative
Operations and External Relationships



10/2016

Date

Vice President of Human Resources

¹ Other qualifications include involvement in appropriate professional committees; willingness to work with hepatitis- and HIV-positive patients following NKC recommended guidelines, and performance of continuing education responsibilities. Unless contraindicated, the incumbent is expected to receive or provide documentation of receipt of vaccination against hepatitis B.