



POSITION DESCRIPTION

Associate Chief Nursing Officer

Reports to: Vice President of Patient Care/CNO Position Status: Exempt

Supervises: Clinical Leadership Teams Effective Date: 5/1/24

GENERAL SUMMARY

Under the direction of the Vice President of Patient Care and Chief Nursing Officer (CNO), the ACNO is responsible for patient safety and ensuring that processes needed for the quality management system are established, implemented, and maintained.

In this role the ACNO works in conjunction with the CNO and provides leadership, direction, and administration of direct patient care activities, clinical practice, education, and development across the organization. The Associate CNO ensures the promotion and awareness of customer requirements throughout the organization, provides reports to clinical leadership teams on the performance of in key areas along with any needs for improvement, and will provide coordination for efforts to monitor and maintain a standard of care, which meet or exceed federal, state, local regulations, and industry guidelines.

DUTIES AND RESPONSIBILITIES

1. Directs patient services activities, implements strategies to improve service functions, and assumes responsibility for the quality care provided.
2. Ensures the delivery of safe, most effective, efficient, timely and patient-centered services possible in the clinical leadership teams as assigned.
3. Responsible to drive initiatives regarding patient safety, quality, and process improvement.
4. Collaborates with operational areas to develop and implement strategic business plans. Operationalizes business plans for assigned areas. Translates initiatives into action plans at the system level with appropriate performance measures.

5. Implements, supervises, and coordinates services by ensuring evaluation, treatment, and re-evaluation are timely, reviewing and recommending revision to policies and procedures, as necessary.
6. Implements policies and procedures for clinical services in compliance with policies, guidelines, regulatory, and accreditation standards. Monitors trends, outcomes and ensures appropriate reporting and compliance with regulations.
7. Ensures adherence to system-wide, as well as service area specific, safety and infection control procedures by disseminating information regarding safety, internal and external disaster, infection control, and administrative policies; conducting leadership meetings; providing leadership counseling and recognition as appropriate.
8. Develops a patient-focused, team-oriented culture, working in conjunction with all other medical, clinical, and ancillary areas to ensure optimal service and outcomes. Promotes team building and collaboration. Motivates, encourages, and empowers staff to achieve personal, organizational and team goals. Recognizes accomplishments. Encourages and provides opportunities for staff input and feedback regarding improvement opportunities. Mentors and coaches team leaders. Regularly informs and updates staff on organizational and industry issues. Advocates for patients.
9. Maintains systems to determine and provide adequate staffing for provision of appropriate care.
10. Serves as a liaison between staff and administration. Attends and participates in interdepartmental meetings.
11. Provides input to administration about projects or programs that would enhance the direction of NKC.
12. In collaboration with the CNO, directs budget management, resource allocation, and implements strategies to improve quality and safety of care and service.
13. Ensures that all physical properties in clinical areas are kept in good state of repair and operating condition by maintaining a safe and clean department; justifying replacement of equipment and/or new equipment purchase; ensuring equipment inventory is up to date; coordinating or providing equipment and safety in-services as needed.
14. Demonstrates a commitment to diversity, equity, and inclusion through continuous development, modeling inclusive behaviors, and proactively managing bias. Promotes and maintains an inclusive, diverse work environment and culture.
15. Demonstrates a commitment to the mission and values of NKC.
16. In collaboration with the CNO, leads quarterly leadership meetings.
17. Other duties as assigned.

PLANNING

Requires the ability to create and articulate an inspiring vision for leaders and stakeholders throughout the organization. Requires the inclination to seek and analyze data from a variety of sources to support decisions and to align others with the organization's overall strategy. Should have an entrepreneurial and creative approach to developing new, innovative ideas that will stretch the organization and push boundaries, where appropriate, for improvements and successes.

SUPERVISION and COORDINATION

Must have the ability to attract and recruit top talent, motivate team members, delegate effectively, celebrate diversity with the team, and manage performance. Should be widely viewed as a strong developer of others. Requires the ability to persevere in the face of challenges and exhibit a steadfast resolve and relentless commitment to higher standards, which commands respect from followers. Should be a leader who is self-reflective and aware of his/her own limitations; leads by example and drives the organization's performance with an attitude of continuous improvement by being open to feedback and self-improvement.

RELATIONSHIPS AND INFLUENCE

Naturally connects and builds strong relationships with others, demonstrating strong emotional intelligence and an ability to communicate clearly and persuasively. Requires the ability to inspire trust and followership in others through compelling influence, powerful charisma, passion in their beliefs, and active drive. Encourages others to share the spotlight and visibly celebrates and supports the success of the team. Creates a sense of purpose/meaning for the team that generates followership beyond their own personality and engages others the greater purpose for the organization.

DECISIONS

Requires the ability to set clear and challenging goals while committing the organization to improved performance, tenacious and accountable in driving results. Must be comfortable with ambiguity and uncertainty, with the ability to adapt nimbly and lead others through complex situations. The A-CNO is a leader who is viewed by others as having a high degree of integrity and forethought in their approach to making decisions, with the ability to act in a transparent and consistent manner, while always considering what is best for the organization.

JOB CONDITIONS

Must be able to communicate effectively in English over the telephone, in writing, and in person. Duties and responsibilities are performed in an office environment, clinical dialysis unit, physician offices, other healthcare organizations, and other community settings. Must have transportation available and requires a valid Washington driver's license and the use of a

properly licensed and insured personal vehicle for on-demand travel between clinics (mileage is reimbursed).

Physical activities require the ability to stand, walk, stoop, kneel, crouch, reach, lift; fingering, grasping, talking, hearing, and repetitive motions of hands, wrists, and fingers. Requires a high-level of hand-eye coordination. Must have strong visual acuity to read, inspect information on monitors, inspect technical documents, and to work extensively with data on a PC.

Physical requirements include the ability to lift/move objects weighing up to 25 pounds occasionally, and up to 5 pounds frequently. The individual in this position operates the phone, computer, copier, and other office equipment as required. Demonstrated skills in Microsoft Office Products and knowledge of clinical software programs are required.

CUSTOMER SERVICE STANDARDS

Staff are responsible for demonstrating good customer service and professionalism.

1. **CONSIDERATION:** Greet customers promptly; show courtesy; recognize customer's 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

1. Current Registered Nurse (RN) License in the State of WA or Interstate Compact required upon hire.
2. Current Basic Life Support (CPR) American Red Cross or American Heart Association Healthcare Provider certification required upon hire.
3. Bachelor's degree in nursing required, MSN preferred.
4. Earn the Nurse Executive certification within 3 years of hire.
5. Minimum five (5) years' experience in Dialysis.
6. Three-to-five-years of leadership experience in a director level role.
7. Demonstrated knowledge of governmental and other regulatory standards, the requirements and guidelines related to ESRD, quality improvement and patient safety.

KEY LEADERSHIP ATTRIBUTES

To excel in this role, the incumbent should demonstrate the following:

1. Must be a relationship builder with key stakeholder focus and excellent interpersonal skills.
2. Must have a high level of self-awareness, empathy, and interpersonal skills with on-going development in Emotional Intelligence.

3. Must have the ability to lean in, assess team capabilities, develop cross-functionality of teams, and identify team performance and development needs. This includes evaluating effectiveness and managing risk.
4. Requires the ability to effectively manage teams through change and the agility to adapt swiftly.
5. Ability to lead and manage through ambiguity.
6. Must have strong leadership skills, the ability to build cross-functional relationships, and drive the business forward with a hands-on approach.
7. Requires demonstrated ability to prioritize and manage multiple areas of responsibility.
8. Exceptional strategic planning and business development skills.
9. Excellent communications skills.

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

Vice President of Patient Services/CNO

Date