

**WESTERN KENTUCKY UNIVERSITY  
HEALTH SERVICES**

**MANAGER, CLINICAL / NURSE SERVICES**

Western Kentucky University, Health Services, is seeking applicants for a **Clinical / Nurse Services Manager**. The position provides leadership, direction, supervision and overall management for all nursing, ancillary services and medical support staff for WKU Health Services. This position is responsible for ensuring efficient patient flow, scheduling of staff, working closely with Quality Assurance Manager and other staff for AAAHC Accreditation processes, follow through on policies and procedures, post-incident reviews and documentation, OSHA and other safety training and maintaining accountability for staff performance and improvement. This position requires a working knowledge of the front scheduling procedures and works collaboratively with the front office to enhance and maintain a smooth schedule. The position reports to the Medical Director, WKU Health Services.

**Responsibilities:**

**The following duties are customary for this position, but should not to be construed as all-inclusive. Duties may be added, deleted, and assigned based on management discretion and institutional needs.**

- Plans, develops, organizes and reinforces all clinical policies and procedures; supports personnel and maintains scheduling and workflow for the clinical functions.
- Maintains all relevant licenses and relevant training for all support staff.
- Supervises and schedules all nursing clinical support staff appropriately to cover appointments and walk-ins.
- Independently seeks out ways to improve upon the work flow in the clinical area.
- Collaborates with the Medical Director, Front Office Manager, Quality Assurance Manager or Director and other management team members to enhance patient satisfaction and maintain a global view
- Actively initiates communication with other staff and supervisor for updates, follow through and post-incident reviews.
- Independently schedules regular meetings with direct reports and other team members as needed for training, performance reviews, continuous improvement, disciplinary actions and orientation purposes.
- Actively and independently seeks out relevant professional development opportunities to strengthen weaknesses and to stay current of medical office procedures.
- Maintains a professional presence and relationship with all staff.
- Displays needed commitment, stamina and ownership in the operation and serves as a leader by example.
- Working knowledge of Electronic Medical Records system.
- Provides assistance with outreach such as health fairs , health promotion or employee training as needed
- Performs other related duties as assigned by the Director, Quality Assurance Manager or Medical Director
- Provides direct patient care as needed and appropriate

**Required Qualifications:**

- Master's Degree with B.S.N. or R.N. Degree in Nursing or Licensure in other clinical specialty
- Five (5) years of direct supervisory experience over clinical support personnel

- Five (5) years of direct experience with scheduling, performance reviews and developing policies and procedures.
- Working Knowledge of ICD9 and CPT Coding
- Computer spreadsheet, word processing skills
- Positive, professional and mature attitude
- Excellent skills in both written and oral communications
- Organizational and strategic thinking skills are essential for this position.

**Salary Grade:** 109

**Expected Salary:** The salary is commensurate with education and experience

Applications for employment will be **accepted electronically only**. Interested candidates must submit a cover letter describing qualifications and experience, a current resume, and the names, addresses and daytime phone numbers of three professional references using the online application. Please refer to the following website to apply: <http://asaweb.wku.edu/wkujobs>. Reference requisition number **S2241**. For further assistance call (270) 745-5934. To ensure full consideration submit application materials by **April 30, 2009**. Position will remain open until filled.

**All qualified individuals are encouraged to apply including women, minorities, persons with disabilities and disabled veterans.**

**Western Kentucky University is an Affirmative Action/Equal Opportunity Employer.**