

CLASS SPECIFICATION
COMMUNITY HEALTH NURSE MANAGER

PAY GRADE: 59
CLASS CODE: 30003626
EFFECTIVE: October 13, 2021

CLASSIFICATION SUMMARY

Reports to Deputy Fire Chief, Fire Division Chief, or similar management- or executive-level position. Under general direction, the Community Health Nurse Manager (CHNM) is part of a multidisciplinary team supporting advanced health care delivery modalities in the pre-hospital care setting for Portland Fire & Rescue (PF&R). The CHNM is responsible for overall management of PF&R's Community Health Assess and Treat (CHAT) Team which is composed of Community Health Registered Nurses and EMT Basics and/or Paramedics engaged in the delivery of health care to community members within PF&R's jurisdiction of authority. The CHNM works under the direction of PF&R's Deputy Community Health Administrator and is responsible for ensuring all direct patient care delivered by PF&R EMT Basics and Paramedics is carried out in accordance with the guidelines and protocols established by the Multnomah County Medical Director and PF&R. The CHNM attends community meetings and engages in community partnerships and outreach activities.

DISTINGUISHING CHARACTERISTICS

The Community Health Nurse Manager is a distinct classification.

The Community Health Nurse Manager is distinguished from the Registered Nurse in that the former manages Portland Fire & Rescue Bureau's Community Health Assess and Treat Program while the latter acts as shift Lead for Emergency Medical Technicians and other support staff.

The Community Health Nurse Manager is distinguished from the Mental Health Crisis Responder I and II in that the former requires licensure as a registered nurse and oversees the Community Health Assess and Treat program while the latter is routinely dispatched to low-acuity emergency calls and focus on responding to mental health crises.

ESSENTIAL FUNCTIONS

Depending on the assignment, the incumbent may perform a combination of some or all of the following duties, and perform related duties as assigned.

General Duties:

1. Oversee the Community Health Division (CHD) multidisciplinary team responsible for CHAT service delivery, protocol development, and evaluation.
2. Ensure compliance with Multnomah County Medical Director policies, protocols, and standards, and provide timely and accurate reporting.
3. Oversee the enforcement of federal/state/county/city rules and regulations and bureau safety policies.

4. Create fundamental training curriculum for CHD staff and oversee training program assessment and certification standards; participate in and present at in-service events.
5. Collaborate with Deputy Community Health Administrator to create achievable goals for CHAT teams in accordance with established metrics set forth by the Community Health Division.
6. Oversee the development of outcome measurements and reporting. Oversee the creation of continuous quality improvement (CQI) dashboards and data presentations.
7. Evaluate community health disparities and work with Multnomah County Health Department to develop innovative strategies for prevention and education of vulnerable populations; oversee the implementation of focused health education outreach to those communities.
8. Engage community members and stakeholders in productive partnerships to achieve program goals through community meetings and other outreach activities.
9. Provide Advanced Nurse triage oversight for all CHAT call responses utilizing critical thinking skills in the nursing process: assist EMTs/Paramedics in assessing conditions, demonstrate effective decision making, implement appropriate interventions, anticipate potential complications, and evaluate patient outcomes.
10. Perform services in accordance with the plan of care including but not limited to safe medication administration and reconciliation; vital signs interpretation; EKG acquisition and interpretation; phlebotomy; and functions relating to catheter care, feeding tubes, complex IV infusions and central lines.
11. Review accountability and CHAT process with internal PF&R stakeholders.
12. Communicate program standards to Fire Bureau staff and Executive Leadership. Prepare and present narrative and statistical program performance reports and recommendations to supervisors, management, and executive-level positions.
13. Oversee the development of sustainable programs to reduce unnecessary 911 calls.
14. Support Community Health Registered Nurse in development of work schedules for CHAT teams.
15. Actively engage in the recruitment of EMTs, Paramedics, RNs and other health professionals; oversee hiring processes.
16. Participate in citywide committees such as the Labor Management Committee, and Equity Committee.
17. Assist in the development of code, policy, and regulations related to the unit.
18. Perform other related duties as assigned.

SUPERVISION RECEIVED AND EXERCISED

The work of this class is performed under general direction and oversight of a Deputy Fire Chief, Fire Division Chief, or similar management- or executive-level position.

Directly supervises one or more Registered Nurses, EMTs, paramedics, and other support staff.

KNOWLEDGE/SKILLS/ABILITIES REQUIRED

1. Knowledge of principles and practices of leadership, current business communication, public administration, budget preparation and administration, program evaluation, and fields related to the mission and purpose of the organizational unit and Bureau/Office.
2. Knowledge and understanding of federal, state, and local regulations, including privacy rules and laws, mandatory reporting, and legal responsibilities to clients and the community, HIPAA, City of Portland Policies and Procedures and other related laws, rules, and regulations.

3. Knowledge and understanding of cultural differences, especially as they relate to race, sexual orientation, gender-equality, socio-economic status, and their intersections.
4. Fluency in the English language, both oral and written.
5. Skilled in mentoring and coaching team members.
6. Skill in using interpersonal skills to convey a positive and supportive attitude.
7. Skill in establishing and maintaining open communication to enhance team effort.
8. Skill in giving constructive feedback in a non-blaming, positive and confidential manner.
9. Ability to drive company vehicles.
10. Ability to make effective use of time, people, supplies, safe and attentive work practices.
11. Ability to use discretion in discussions related to clients and personal concerns.
12. Ability to identify opportunities to meet/exceed customer needs and expectations.
13. Ability to facilitate teamwork across all care settings.
14. Ability to work effectively and collaboratively in multi/intra disciplinary settings with other health professionals and organizations, and community agencies, and internal departments.
15. Ability to seek support when resolving ethical dilemmas.
16. Ability to adhere to program policies and procedures.

MINIMUM QUALIFICATIONS REQUIRED

Any combination of education and experience that is equivalent to the following minimum qualifications is acceptable.

Education/Training: Bachelor of Science in Nursing (BSN)

AND

Experience: Ten (10) years of critical care nursing experience in Emergency, ICU, or similar department. Five (5) years of experience as a Quality Improvement Manager in a healthcare setting. Five (5) years critical care experience in the pre-hospital care setting. Experience may be concurrent.

Special Requirements and/or Qualifications:

Possession of the following licenses required at time of hire:

- Oregon Registered Nurse (RN) licensure
- Basic Life Support (BLS) certification
- Advanced Cardiac Life Support (ACLS) certification
- Pediatric Advanced Life Support (PALS) certification
- Neonatal Resuscitation Program (NRP) certification
- Trauma Nursing Core Curriculum (TNCC) certification or equivalent
- Current and valid driver license
- Ability to become proficient in designated charting systems within six (6) months of hire

Preferred Qualifications:

- Master's degree in Healthcare Field

Bargaining Unit: Non-represented

FLSA Status: Exempt