ASHEVILLE, NORTH CAROLINA

Classification Specification

Manager, Health Services
Job Code: 3555
FLSA: Exempt

Purpose of Classification:

The purpose of this classification is to supervise day-to-day activities and staff involved in employee health clinic operations and to provide professional nursing care and occupational health services to City employees.

Distinguishing Characteristics:

This is a single level classification.

Essential Functions:

The following duties are normal for this position. The omission of specific statements of the duties does not exclude them from the classification if the work is similar, related, or a logical assignment for this classification. Other duties may be required and assigned.

Supervises, directs, and evaluates assigned staff: plans, directs and reviews work of individuals and the team; processes employee concerns and problems and counsels as appropriate; recommends discipline, disciplinary actions, or discharge; completes employee performance appraisals and salary increases; participates in interviews and makes hiring recommendations; acts as a liaison between employees and management; and trains staff in operations, policies, and procedures.

Organizes, prioritizes, and assigns work: prioritizes and schedules work activities in order to meet objectives; develops and oversees employee work schedules to ensure adequate coverage and control; ensures that subordinates have the proper resources needed to complete the assigned work; monitors status of work in progress and inspects completed work; consults with assigned staff to assist with complex/problem situations and provide technical expertise; provides progress and activity reports to department director and City administrators;

and updates and maintains department standard operating procedure manuals.

Supervises day-to-day clinic operations: participates in developing and implementing clinic plans, goals, objectives, policies, and procedures; monitors and evaluates clinic flow and service delivery; identifies and implements changes and improvements; develops, interprets, and enforces written procedures and standard operating procedures; makes recommendations regarding budget outlays for staffing, equipment, supplies, capital needs, and service delivery; prepares and processes purchase orders for medical supplies, vaccines, and related items; monitors expenditures to ensure compliance with approved budget. and ensures clinic activities comply with applicable nursing, medical, and occupational health laws, rules, regulations, standards, and guidelines.

Performs assessments of patients: obtains medical history, including medications, current medical needs and concerns, etc.; obtains vital signs, weight, and other routine medical data; identifies patient needs and plans medical care; makes appropriate referrals as needed; and provides appropriate nursing care according to establishes policies, procedures, and protocols.

Provides nursing care in employee health clinic setting: performs physicals; administers vaccines; checks and treats blood pressure and blood glucose levels; provides education regarding medications; changes bandages; performs neurology checks or other medical observations; draws labs, such as urine, sputum, blood and cultures; and coordinates with advanced providers regarding patient care and referrals to specialists and other treatment facilities as needed.

Coordinates City's drug and alcohol program: implements and ensures compliance with the City’s drug testing policy and assists with revisions and updates to maintain compliance with federal guidelines; updates and maintains safety sensitive job list; reviews job descriptions to identify safety sensitive classifications; conducts new hire drug testing and random drug testing from list; manages positive drug test results and reasonable suspicion testing.; manages large group hiring drug testing and ensures adequate staffing, supplies, and processes; coordinates drug testing activities with department staff, outside vendors, and Medical Review Officer as needed; and prepares, maintains, and/or submits required reports, documentation, and designations.

Supervises medical care for injured workers: ensures compliance with worker’s compensation, Americans with Disabilities Act, health information (HIPAA), and related local, state, and federal rules, regulations, laws, ordinances, guidelines and standards; tracks and coordinates appointments for medical care, physical therapy, imaging studies, and medical referrals; reviews medical notes and patient charts for progress and treatment plans; identifies worker’s eligible for light duty and/or return to work and notifies departments of limitations and abilities; and coordinates with worker’s compensation with case manager, Risk Management department, claims adjuster, healthcare providers, and others as needed.

Supervises and implements Occupational Safety and Health Administration (OSHA) immunization standards: reviews immunization records of newly hired employees; identifies and administers needed vaccinations, including serial immunization; coordinates annual flu vaccinations, including ordering flu vaccine and supplies and coordinating on-site flu shots; and reviews, updates, and implements changes to immunization policies to remain in compliance with recommendations and changes from the Center for Disease Control and/or state guidelines.

Supervises and implements OSHA respiratory program: monitors respiratory issues and concerns in the City; determines when and who should be in the respiratory program according to OSHA guidelines; conducts annual training for departments; reviews questionnaires; conduct testing as required, including performing spirometry as part of physicals for police and fire staff; and reviews and updates City policy to ensure compliance with federal standards.

Supervises and implements OSHA bloodborne pathogen program: develops and implements exposure plans for City departments, including providing updated first aid list; provides training and education regarding exposure plans and procedures; investigates all blood exposures; arranges treatment; provides follow-up care; monitors lab results; coordinates with other agencies, employee, supervisors, and Risk Management, as appropriate; maintains

accurate and complete records regarding bloodborne pathogen plans, procedures, and exposures for OSHA review; and ensures program activities are in compliance with all applicable local, state, and federal rules, regulations, guidelines, and standards.

Supervises OSHA hearing conservation program: reviews and updates City policies to reflect changes in state guidelines and OSHA regulations; identifies and determines departments required to be in program and conducts related training; determines record-ability of Standard Threshold Shifts and updates and maintains related records and logs; supervises and participates in conducting annual hearing tests; makes appropriate referrals for medical evaluations, as needed; coordinates with vendor regarding annual calibration of testing equipment; maintains accurate and complete records of testing results and equipment maintenance for OSHA review; and ensures program activities are in compliance with all applicable local, state, and federal rules, regulations, guidelines, and standards.

Maintains a current, comprehensive knowledge and awareness of applicable laws, regulations, principles, trends, and practices relating to health services and occupational nursing; reads professional literature; maintains professional affiliations; and attends meetings, workshops, conferences, and training sessions as required.

Operates and utilizes various medical and nursing tools and equipment, such as vital signs machine, laboratory equipment, hearing equipment, blood pressure machine, emergency medical equipment, or other tools and equipment.

Communicates with City officials, supervisor, subordinates, other City employees, third party service contractors, outside agencies and organizations, and other individuals as needed to coordinate work activities, review status of work, exchange information, or resolve problems.

Processes a variety of documentation associated with department/division operations, within designated timeframes and per established procedures: receives, reviews, prepares, completes, processes, forwards or retains as appropriate various forms, reports, correspondence, medical and patient records, various lab and test results, time sheets, updates and guidance from CDC, National Institute of Health, OSHA, etc., system updates, Standard Threshold Shift logs, injury logs, performance plans, Tuberculosis updates, various equipment and testing manuals, and other documentation; compiles data for further processing or for use in preparation of department reports; and maintains computerized and/or hardcopy records.

Operates a personal computer to enter, retrieve, review or modify data, utilizing word processing, spreadsheet, database, presentation, Internet, e-mail, or other software; and operates general office or other equipment as necessary to complete essential functions.

Additional Functions:

Performs other related duties as required.

Minimum Qualifications:

Associate degree in Nursing or related field required; supplemented by three years of experience in providing occupational nursing services; or any equivalent combination of education, training, and experience which provides the requisite knowledge, skills, and abilities for this job.

Specific License or Certification Required: Must possess and maintain a valid North Carolina driver's license. Must possess and maintain the following additional certifications or licensures: Nurses license from North Carolina Board of Medicine, Occupational Health Nurse certification, Hearing Conservation, Drug Testing Designated Employee

Representative designation, and Cardiopulmonary Resuscitation (CPR) certification.

Specific Knowledge, Skills, or Abilities: Must be able to demonstrate proficiency in performance of the essential functions and learn, comprehend, and apply all City or departmental policies, practices, and procedures necessary to function effectively in the position.

Performance Aptitudes:

Data Utilization: Requires the ability to evaluate, audit, deduce, and/or assess data using established criteria. Includes exercising discretion in determining actual or probable consequences and in referencing such evaluation to identify and select alternatives.

Human Interaction: Requires the ability to act as a first-line supervisor, including instructing, assigning and reviewing work, maintaining standards, coordinating activities, and evaluating employee job performance.

Equipment, Machinery, Tools, and Materials Utilization: Requires the ability to operate, maneuver, and/or control the actions of equipment, machinery, tools and/or materials requiring complex and/or rapid adjustments.

Verbal Aptitude: Requires the ability to utilize a wide variety of reference, descriptive, advisory and/or design data and information.

Mathematical Aptitude: Requires the ability to perform addition, subtraction, multiplication, and division; ability to calculate decimals and percentages; may include ability to perform mathematical operations with fractions; may include ability to compute discount, interest, and ratios; may include ability to calculate surface areas, volumes, weights, and measures.

Functional Reasoning: Requires the ability to apply principles of influence systems, such as motivation, incentive, and leadership, and to exercise independent judgment to apply facts and principles for developing approaches and techniques to resolve problems.

Situational Reasoning: Requires the ability to exercise judgment, decisiveness and creativity in situations involving the evaluation of information against sensory, judgmental, or subjective criteria, as opposed to that which is clearly measurable or verifiable.

ADA Compliance:

Physical Ability: Tasks require the ability to exert light physical effort in sedentary to light work, but which may involve some lifting, carrying, pushing and/or pulling of objects and materials of light weight (5-10 pounds). Tasks may involve extended periods of time at a keyboard or workstation.

Sensory Requirements: Some tasks require the ability to perceive and discriminate colors or shades of colors, sounds, and visual cues or signals. Some tasks require the ability to communicate orally.

Environmental Factors: Essential functions are regularly performed without exposure to adverse environmental conditions.

The City of Asheville is an Equal Opportunity Employer. In compliance with the Americans with Disabilities Act, the City will provide reasonable accommodations to qualified individuals with disabilities and encourages both prospective and current employees to discuss potential accommodations with the employer.