



Fair Haven Community Health Center  
374 Grand Avenue  
New Haven, Connecticut 06513  
(203) 777-7411 · www.fhchc.org

### **Outstanding healthcare opportunity**

We are looking for passionate, caring individuals who are interested improving the health of the Fair Haven community. For over 40 years, FHCHC has been a leader in health care in Connecticut and is focused on providing excellent, affordable primary care to all patients, regardless of insurance status or ability to pay. FHCHC is proud to have a diverse and motivated team of professionals who are constantly seeking ways to enhance and improve the health and well-being

### **Job Description**

**Job Title:** Staff Nurse

**Position Type:** Full Time

**Reports to:** Nurse Manager

**Job Purpose:** Nurses provide leadership support to the Care Team by collaborating with Team members and performing high quality, cost effective medical care essential to the assessment, promotion, maintenance and restoration of patients' health and wellness consistent with Fair Haven Community Health Center (FHCHC) policies and missions.

**Major Areas of Responsibility:**

- Collaborate and Lead within the Patient Care Team
- Supervision
- Paperwork & Phone Calls
- Care Coordination
- Patient Assessment & Intervention
- Patient Education
- Positively contribute to Fair Haven Community Health Center

**Primary Objectives:**

- Deliver excellent Primary Care in a Patient Centered Medical Home
- Provide leadership to the Care Team and greater FHCHC community
- Contribute to the advancement of nursing, medical care, and quality improvement at FHCHC

**Specific Responsibilities of the Job:**

- Collaborate and Lead within the Patient Care Team
- Participate in Pod Functions such as huddles and Pod Meetings.
- Participate in Team and Departmental Meetings.
- Oversee Team flow and assist the session in running on time by delegating appropriate tasks to maximize efficient use of time.
- Address patient complaints or concerns.
- Work with the Nurse Manager to review clinician and room assignments including support staff coverage.



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### **Supervision (Team Specific, may vary)**

- Supervise the Clinical Assistant and provide general oversight over the
- Medical Secretary to assure completion of job responsibilities.
- Complete annual clinical competencies and performance reviews for direct reports.
- Provides goal oriented coaching, counseling and other forms of support to direct reports.
- Demonstrates the principles of good management and communication skills.

### **Paperwork & Phone Calls**

- Phone/electronic message follow-up.
- Place calls to patients to answer questions, conduct an assessment, or review lab results, as directed by the PCP.
- Assist in completing patient forms, as needed.

### **Care Coordination**

- Manage anticoagulation therapy for Coumadin Patients.
- Work closely with VNA nurses for new referrals and ongoing patient care.
- Coordinate specialty services for patients with internal and external providers.

### **Patient Assessment & Intervention**

- Assists with Initial patients by documenting Medical History, Medications,
- Allergies and other relevant details in collaboration with the PCP.
- Conducts Nursing Triage on the phone and in the office, collaborating with the Nursing Team and Clinicians as needed.
- Administers medications/vaccines and performs clinical procedures per standing order or clinician written order.
- Perform medication reconciliation by phone or in office for established patients.
- Carries out assessments and interventions identified in panel management meetings.

### **Patient Education**

- Provide Health Education by phone or at the end of an office visit.
- As needed, conclude the office visit with a review of the After Visit Summary and any relevant interventions.

### **Positively contribute to Fair Haven Community Health Center**

- Ensure patient confidentiality and safety.
- Adhere to all Health, Safety and Infection Control Protocols.
- Provide excellent customer service and culturally competent care.
- Engage in performance improvement activities and act as an agent of positive change by looking for innovative ways to improve processes and advance clinical excellence.



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- Positively represent FHCHC to internal and external clients.
- Perform other necessary duties as required by FHCHC to achieve the goal of providing excellent primary health care in a Medical Home.

**Qualifications:**

**Job Requirements:**

- Demonstrated ability and excellent skills to independently carry out assignments and nursing tasks.
- Strong knowledge of medical terminology and relevant procedures.
- Excellent written, electronic and oral communication skills.
- Demonstrated ability to work effectively in a team environment.
- Strong critical thinking and problem solving skills.
- Portray a pleasant and respectful attitude when: communicating with coworkers, patients, and internal and external clients; accepting direction and delegated tasks; and receiving constructive criticism.
- Strong computer skills.
- Oral and written proficiency in English.
- Bi-lingual with fluency in Spanish required.

**Education and Experience:**

- Current Connecticut License as Registered Nurse with minimum 2 years of experience in a fast paced primary care setting.
- Graduation from an accredited Nursing School.
- High School Diploma/GED.

**OSHA Status—Category I Increased Risk Position**

Generally works in an office environment with no exposure to bloodborne pathogens

**Americans with Disabilities Act Requirements:**

External and internal applicants, as well as position incumbents who become disabled, must be able to perform the essential job specific functions (listed within each job specific responsibility) either unaided or with the assistance of a reasonable accommodation to be determined by the organization on a case by case basis.

**Essential Physical/Mental Demands:**

Physical Demands: Requires walking, bending, sitting, standing, writing, reading, telephone use, data input into computer, pulling medical records,