Job Description **Care Management and Education Nurse**

Reports To	Senior Manager of Clinical Services
Job Status	Full Time
FLSA Status	Non-Exempt
Department	Clinical
Work Schedule	Determined by Manager
Positions Supervised	None
Amount of Travel	Limited to Moderate

Position Overview

Under the leadership of the Senior Manager of Clinical Services, the Nurse Care Management and Education Team assists with clinical staff education, patient care management, patient safety, quality and infection control initiatives. Team members will have different areas of focus including transitional care management and staff development, but all members of the Care Management and Education Team will be cross-trained in all of these domains. This role ensures safe, high quality patient care and serves as a clinical resource for direct clinical support staff across ACHS sites

Key Responsibilities

Care Management and Patient Support:

- Deliver Transitional Care Management (TCM) services for patients following hospital discharge, ensuring timely follow-up, care coordination, and reduction of avoidable readmissions.
- May expand responsibilities (as staffing allows) to include:
  - Chronic Care Management (CCM)
  - Remote patient monitoring support
  - Patient education visits (nurse visits)
  - Clinic phone triage support
- Respond to patient and clinical support staff needs promptly, identifying and addressing potentially urgent situations
- Utilize critical thinking, nursing judgement and proficient assessment skills to provide appropriate medical advice to patients and staff, including clinical support staff and new patient coordinators as needed
- Collaborate with the Clinical Support Staff Manager to ensure clinical staff have adequate resources and support for safe and effective patient care, including triage and workflow guidance.

Clinical Education and Competency:

- Conduct routine and as-needed training, education, and competency assessments for clinical support staff (RNs, LPNs, MAs, LNAs).
- Assist in developing, implementing, and reinforcing clinical standards, workflows, and best practices.
- Participate in onboarding of clinical support staff and ensure competency validation per ACHS policy.
- Identify learning needs and partner with leadership to create improvement plans or targeted training.
- Collaborate with clinical leadership and clinical support to ensure adherence to the highest standards of patient safety and clinical quality

Clinical Resource and Collaboration:

- Serve as a knowledgeable clinical resource for support staff, addressing questions related to scope, procedures, protocols, and patient care needs.
- Support interdisciplinary communication to promote a culture of clinical excellence and

- Provide in-clinic coverage for providers as needed during staffing shortages or peak demand.

- Educate patients and their families on disease management, treatment plans, and preventive care
- Assist in scheduling appointments, referrals, and follow-up visits

Other Responsibilities:

- Contribute to patient safety, quality, and infection control initiatives as requested by manager.
- Support documentation, reporting, and process-improvement efforts related to TCM, CCM, education, and clinical operations.
- Other duties, site assignments, and schedule adjustments may be required based on organizational needs.

Role Requirements:

- Demonstrate evidence of essential leadership, communication, education, collaboration, and coaching skills
- Must have strong assessment and care plan development skills
- Must have the ability to provide direction to an interdisciplinary team
- Knowledge of medical procedures and working with medical team to deliver comprehensive care
- Knowledge and skills necessary to provide care appropriate to the age of the patients served and ability to utilize the principles of growth and development over life span
- Ensure compliance with applicable healthcare regulations, protocols, quality standards and best practices
- Other duties, hours, and ACHS site placement may be assigned

Required Knowledge, Skills, and Abilities

- Ability to:
  - Accept responsibility and account for actions
  - Perform work accurately and thoroughly
  - Adapt to change in the workplace
  - Communicate effectively with others using spoken and written words
  - Bring about group solidarity to achieve a goal
  - Make critical decisions to solve a problem or reach a goal while following company procedures
  - Organize well and follow a systematic method of performing a task
  - Find a solution for or deal proactively with work-related problems
  - Utilize available time to organize and complete work within given deadlines
  - Good knowledge of agency-wide policies and procedures
  - Understand and effectively use the ACHS Electronic Medical Record System and other software

Experience & Education Requirements

- Minimum of 3 years of active Clinical Practice experience to include care of patients with Chronic conditions
- Minimum of 1 year in a community or public healthcare setting preferred.

- Graduate of an accredited Associates nursing program required, Bachelor's degree preferred.
- Combination of education and experience that provides the required skill set.

Certificates and License Requirements

- Current licensure as a Registered Nurse in the state of NH
- Current BLS Certification

Work Environment

This role operates in a professional clinical environment. This role will constantly interact with other people and routinely need to handle several responsibilities at once. The role may require the use of standard clinical tools and supplies (i.e. stethoscope, blood pressure meters, hemoglobin machines, autoclave, syringes, vaccines, glucometers, ear scopes, etc). The role routinely uses standard office equipment such as computer, phone, photocopiers, scanners, and fax machines.

Physical Demands

Employee is regularly required to see, talk, hear, and speak. A portion of the professional day may be spent walking, standing, moving, and manipulating equipment, as well as lifting and moving objects, equipment and supplies. The employee frequently is required to use hands to palpate, handle or feel, reach with hands and arms, and repetitive keyboard motions. In the performance of certain patient care tasks, the employee may be expected to have sufficient manual dexterity in order to safely perform various skills and techniques. The employee is required to sit and stoop, kneel, or crouch. Specific vision abilities required include close vision, distance vision, ability to adjust focus, and peripheral vision. It is anticipated lifting 20 – 25 pounds on any given day. Lifting up to 50 pounds may occasionally be required, depending on the type of care provided.

Compliance Requirements

This role requires compliance with ACHS's compliance standards, including its Standards of Conduct, Compliance Program, and policies and procedures. Such compliance will be an element considered as part of regular performance evaluations.

Other Organizational Requirements

This role should demonstrate strong oral and written communication skills, including the ability to provide customer service and conflict resolution in a courteous, professional manner. Employee must be organized, self-motivated, and can perform many office tasks.

Employee must be able to relate to other people beyond giving and receiving instructions. They must:

- Use professional decorum when representing the organization and working with co-workers, peers, patients, and their family members
- Perform work activities requiring negotiating, instructing, persuading, or speaking with others
- Respond appropriately to direction from supervisor
- Regularly required to actively participate in team meetings, organizational committees and collaborate with colleagues to contribute to the culture of continuous quality improvement and the ongoing success of the organization

The ACHS Human Resources office has reviewed this job description to ensure that essential functions and basic duties have been included. It is not intended to be construed as an exhaustive list of all functions, responsibilities, skills, and abilities. Additional functions and requirements may be assigned by supervisors as deemed appropriate.

HR Representative	HR Signature	Date

Manager Name	Manager Signature	Date

I acknowledge that I have received and reviewed my most current job description with my supervisor. My job description accurately reflects my current essential responsibilities and if it does not, I have been given the opportunity through the performance review process to note any discrepancies and make changes agreed to between myself and my supervisor.

Employee Name	Employee Signature	Date