

# PUBLIC HEALTH NURSE SUPERVISOR

Sexual and Reproductive Health Program  
Recruitment #2104-4802-001

<b>List Type</b>	Original
<b>Requesting Department</b>	HEALTH-PUBLIC HEALTH SERVICES
<b>Open Date</b>	4/23/2021 11:30:00 AM
<b>Filing Deadline</b>	5/14/2021 11:59:00 PM
<b>HR Analyst</b>	Nola Nelson

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## INTRODUCTION

*Located on the western shore of Lake Michigan, Milwaukee is an urban hub bursting with energy. Milwaukee provides a casual sophistication – big city appeal without the big-city hassles. We are accessible and affordable, and our residents are welcoming. Milwaukee has evolved through the years, bringing together its unsurpassed old world charm with a breathtaking Art Museum, top-flight arts and cultural attractions, professional sports, lakefront festivals, recreational opportunities and great restaurants.*

*The City of Milwaukee is proud to employ a diverse workforce that is committed to providing exemplary service to the City's residents. If you have a passion for being a part of an inclusive team of public servants, please consider the following opportunity.*

## PURPOSE

The Public Health Nurse (PHN) Supervisor assigned to the Sexual and Reproductive Health Program (SRHP), Clinical Division of the Milwaukee Health Department (MHD) oversees a team of PHNs, Nurse Practitioners, Medical Assistants, laboratory and support staff involved in community education activities relative to sexually transmitted infections (STIs), family planning, reproductive health, breast and cervical cancer.



## ESSENTIAL FUNCTIONS

**Clinical Operations**

- Plan, organize, coordinate, and direct all clinical operations and services related to sexual and reproductive health.
- Assess and incorporate opportunities for improvement resulting from program evaluation, community assessments and patient satisfaction surveys.
- Anticipate and mitigate risk in order to enhance clinical services, appointment scheduling, provider productivity, billing revenue and nursing engagement.
- Uphold clinics practice integrity such as respect, sensitivity, privacy, and non-judgmental actions toward clients and staff.
- Ensure proper clinical practices, such as appropriate treatments, prescribing, and adherence to program policies, procedures and protocol.
- Develop program and policy changes and align resources; use data to evaluate outcomes.
- Serve as the MHD's technical expert in the use the electronic health record system; train staff and perform audit utilization of the electronic health record system to assure record integrity.
- Develop, integrate and monitor program goals and objectives to ensure that program outcomes and grant requirements are achieved.
- Develop standards and procedures for evaluating services.
- Oversee and assure timely and accurate data input, nursing charting, case closure and billing data.
- Receive and communicate information about new policies and protocols, updates in client services or current health information and trends.
- Provide customer service support to patients and ensure clinic is accessible for all patients.

### **Staff Supervision, Administration and Service Delivery**

- Supervise, assign, and schedule a team of multidisciplinary professional, technical and administrative staff to providing client services at Keenan Health Center, Southside Health Center and in the community; determine appropriate levels of staffing necessary to provide services.
- Create and promote an adaptive, diverse and inclusive workforce.
- Promote employee development, results accountability, input in decision making and participation in Public Health Clinic initiatives.
- Conduct interviews and make recommendations for hiring candidates for a variety of positions.
- Provide orientation, training, coaching, mentoring, guidance, supervision and evaluation of Public Health Nurses and administrative support staff to assure safe practices and quality of services; recommend personnel actions, including discipline.

- Conduct ongoing assessment of staff development needs to maintain best practices in current public health and nursing practice.
- Serve as an adviser/mentor relative to clinical nursing issues and concerns.
- Assume oversight relative to the quality of clinical practices and service delivery.
- Manage administrative processes, including payroll processing, mileage, and timecards in an accurate and timely manner.
- Provide information and reports in order to prepare the annual budget.
- Work collaboratively with the Business Operations Manager relative to billing, data analytics, and support services teams.

### **Compliance and Safety**

- Support implementation of clinical policies and protocols and documentation of clinic processes; assist MHD Leadership in ensuring compliance with legislation and regulations related to health care clinics i.e. Health Insurance Portability and Accountability Act (HIPAA), Occupational Safety and Health Administration (OSHA), Clinical Laboratory Improvement Amendments (CLIA), etc.
- Contact patients and provide leadership and follow up with regard to incidents, errors, and other patient service issues.
- Maintain current knowledge of professional licensing and scope of practice requirements for clinical staff, ensuring that staff maintain required licenses and credentials Provide leadership and follow up with regard to incidents, errors, and other patient service issues.
- Oversee appropriate actions related to safety and emergency preparedness.

### **Community Collaboration**

- Participate in community coalitions and advisory groups representing public health nursing.
- Support nursing, medical and other student placements within the MHD. Identify, support, and maintain primary partners relative to sexual and reproductive health, clinic services and related community based service delivery.
- Collaborate with the MHD Clinic divisional management, community health centers, managed care organizations, local health departments, physician networks and private physicians to assure program goals.
- Provide support and information to the Health Communications Officer relative to outreach and promotion of clinic services.

- Represent the MHD at meetings, committees, programs and in community efforts related to the prevention of sexually transmitted infections and related to other MHD initiatives.

*We welcome qualified individuals with disabilities who are interested in employment and will make reasonable accommodations during the hiring process in accordance with the Americans with Disabilities Act (ADA) of 1990, as amended by the Americans with Disabilities Act Amendments Act (ADAAA) of 2008.*

## CONDITIONS OF EMPLOYMENT

- Work standard hours are 8:00 a.m.-4:45 p.m. Monday through Friday however, on a rotational basis, the incumbent in this position will be expected to provide supervisory coverage during evening clinic hours on Mondays and Thursdays. Occasional weekend and other evening hours may be required.
- Must wear industry related personal protective equipment (PPE) such as gloves, facemask or face shield.
- Must pass a TB skin test annually.
- May travel outside the City of Milwaukee, occasionally overnight, in order to attend training and conferences.
- May be required to carry a mobile device during business hours.
- Must be able to lift and move up to 25 lbs.
- While performing the duties of this job, employees may be exposed to infectious agents or toxins.
- The Public Health Nurse Supervisor is considered essential staff during the current public health emergency.

## MINIMUM REQUIREMENTS

1. Bachelor of Science Degree in Nursing (BSN) from an accredited nursing program.
2. Current permit or license to practice professional nursing in the State of Wisconsin at time of appointment and throughout employment.
3. Four years of progressively responsible nursing experience which includes at least two years of full-time experience leading, supervising or managing health related staff, programs and/or projects.
4. Valid driver's license at time of appointment and throughout employment and the availability of a properly-insured personal vehicle for use on the job (automobile allowance provided).

**IMPORTANT NOTE:** To receive credit for college, transcripts are required and must be received by the application period closing date. College transcripts should be attached to your

online application. Applications without transcripts attached will be considered incomplete and will be rejected. Your transcript must be legible (readable) and include the following information: the university or college name, your name, the degree completed (if applicable) and the date the degree was completed.

## DESIRABLE QUALIFICATIONS

- Master's degree in nursing or public health from an accredited college or university.

## KNOWLEDGE, SKILLS, ABILITIES & OTHER CHARACTERISTICS

### Technical

- Knowledge of principles, methods, techniques and procedures of current professional nursing, public health and public health nursing.
- Knowledge of laws, regulations and administrative requirements governing the public health nursing profession.
- Knowledge of current trends and best practices in the fields of nursing, health care services and public health.
- Knowledge of clinical operations and of health care delivery systems.
- Ability to supervise and manage team dynamics of a multi-disciplinary and diverse staff.
- Ability to apply the principles, practices and techniques of professional nursing.
- Ability to interpret and follow federal, state and local guidelines, laws, and regulations related to nursing practice, clinic operations and health interventions related specifically to the detection, treatment and follow-up of STI's.
- Knowledge and ability to work with computer applications, including the internet, spreadsheet, database and word processing software.
- Knowledge and ability to create and manage budgets, grant proposals and contracts.
- Skill in analyzing and evaluating data and information and making appropriate recommendations.
- Ability to stay current best practice and trends in professional nursing.

### Communication and Interpersonal

- Interpersonal skills, including the ability to build and maintain collaborative and positive working relationships with a multi-cultural, multi-disciplinary

staff, the public, the media, City officials and with other agencies and to provide services in a culturally sensitive manner.

- Verbal communication skills including the ability to provide clear and concise information and to make presentations, both internally and externally.
- Listening and problem solving skills to gather information and make informed decisions.
- Ability to communicate information and ideas in writing in an understandable and clear manner.
- Ability to work cooperatively and effectively with coworkers and clients whose backgrounds may differ from one's own.

### **Judgement and Responsibility**

- Analytical, reasoning and decision-making skills.
- Ability to exercise independent judgement.
- Ability to work under pressure and handle multiple and changing priorities.
- Ability to maintain confidentiality of health related and sensitive information.
- Ability to perform work duties with professionalism, honesty, and integrity.
- Highly motivated and self-directed, possessing excellent planning, organizational, and time-management skills.

### **CURRENT SALARY**

The current salary range (PG 1EX) is **\$68,021-\$81,844** annually, and the resident incentive salary range for City of Milwaukee residents is **\$70,062-\$84,300** annually. *Appointment above the minimum is possible based upon level of experience and other qualifications and is subject to approval.*

### **BENEFITS**

The City of Milwaukee provides a comprehensive benefit program which includes:

- Defined Benefit Pension Plan
- 457 Deferred Compensation Plan
- Health and Dental Insurance
- Comprehensive Wellness Program
- Onsite Clinic Services
- Onsite Employee Assistance Program
- Alternative Work Schedules
- Long Term Disability Insurance
- Group Life Insurance
- Tuition Benefits

- Paid Vacation
- 11 Paid Holidays
- Paid Sick Leave and other paid leaves
- Flexible Spending Arrangement
- Commuter Value Pass

For full details of the benefits offered by the City of Milwaukee, please visit:  
<http://city.milwaukee.gov/Benefits>

## SELECTION PROCESS

THE SELECTION PROCESS will be job related and will consist of one or more of the following: education and experience evaluation; written, oral, or performance tests, or other assessment methods. The Department of Employee Relations reserves the right to call only the most qualified candidates to oral and performance examinations. Oral examinations may include written exercises.

INITIAL FILING DATE – The examination will be held as soon as practical after **Friday, May 14, 2021**. Receipt of applications may be discontinued at any time after this date without prior notice. However, recruitment may continue until the needs of the City have been met. Qualified applicants will be notified of the date, time, and place of the examination. Unless otherwise required by law, the City of Milwaukee will not provide alternative test administration. The applicant is responsible for attending all phases of the job selection process at the time and place designated by the City of Milwaukee.

## ADDITIONAL INFORMATION

- APPLICATIONS and further information may be accessed by visiting, <http://city.milwaukee.gov/jobs>
- Applications and transcripts should be submitted no later than the deadline listed above.
- If you would like assistance completing an application, please contact the Department of Employee Relations at (414) 286-3751 or [staffinginfo@milwaukee.gov](mailto:staffinginfo@milwaukee.gov).
- The Department of Employee Relations is located at City Hall, 200 E. Wells St, Room 706, Milwaukee, WI 53202.

## CONCLUSION

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*The City of Milwaukee values and encourages diversity and is an equal opportunity employer.*