



South County Community Health Center, Inc.  
**JOB ANNOUNCEMENT**

**POSITION TITLE:** Whole Person Care RN Supervisor  
**FLSA Status:** Exempt  
**REPORTS TO:** IBHS Clinical Director  
**WORKSITES:** MayView Community Health Centers, Palo Alto, Mountain View and Sunnyvale

**ORGANIZATION**

Ravenswood Family Health Center's mission is to improve the health of the community by providing culturally sensitive, integrated primary and preventative health care to all, regardless of ability to pay or immigration status, and collaborating with community partners to address the social determinants of health.

The Whole Person Care (WPC) Program is premised on the recognition that the best way to care for people with complex health issues is to consider their full spectrum of needs—medical, behavioral and socioeconomic – in a coordinated and integrated way.

**POSITION SUMMARY**

The Whole Person Care RN Supervisor (WPC RN) is a practice-based RN who directly supports Ravenswood Family Health Network's (RFHN) highest risk patients who are experiencing one or more chronic disease conditions, in addition to ongoing medical and social barriers. The WPC RN supervises the WPC Patient Navigators and Integrated Behavioral Health Program Assistant at the MayView sites. The WPC RN is a member of a multi-disciplinary team comprised of primary care providers, patient navigators, behavioral health therapists and clinical support staff. The WPC RN will be responsible for providing care coordination and case management services to RFHN-MayView WPC program patients.

**QUALIFICATIONS**

- Graduate of an accredited RN program, current California RN license and good standing with the Board of Registered Nurses required.
- Bachelor's Degree in Nursing or a related Health Field.
- Experience working with chronic disease management.
- Bilingual English/Spanish fluency required.
- Current CPR certification required.
- Experience in a community clinic setting strongly preferred.
- Computer literate in a Windows environment.
- Experience working in an electronic medical record environment.
- Ability to memorize, retain and recall pertinent skills and information.
- Ability to investigate and analyze information and to draw conclusions.
- Ability to provide technical advice, guidance, and to support paraprofessional staff under his/her supervision.
- Ability to work well with physicians and clinical support staff in a practice or health care setting.
- Demonstrate initiative and creativity to continuously improve services, process and other activities.
- Committed to the triple aim of better care at lower cost leading to better health outcomes.

**COMPETENCIES**

- **Diversity:** Treats people with respect, keeps commitments, inspires trust of others, works with integrity and upholds organizational values, shows respect and sensitivity for cultural differences.

- **Attendance/Punctuality:** Is consistently at work and on time as scheduled, plans to ensure work responsibilities are covered when absent, arrives at meetings and appointments prepared and on time.
- **Customer Service:** Manages difficult or emotional customer situations, responds promptly to customer needs, solicits customer feedback to improve service, responds to requests for service and assistance, and meets commitments.
- **Professionalism:** Approaches others in a tactful manner, reacts well under pressure, treats others with respect and consideration regardless of their status or position, accepts responsibility for own actions, follows through on commitments.
- **Problem Solving--**Identifies and resolves problems in a timely manner; Gathers and analyzes information skillfully; Develops alternative solutions; Works well in group problem solving situations; Uses reason even when dealing with emotional topics.
- **Interpersonal Skills--**Focuses on solving conflict, not blaming; Maintains confidentiality; Listens to others without interrupting; Keeps emotions under control; Remains open to others' ideas and tries new things.
- **Written Communication--**Writes clearly and informatively; Communicates change effectively; Edits work for spelling and grammar; Able to read and interpret written information.
- **Collaboration--**Balances team and individual responsibilities; Gives and welcomes feedback; Contributes to building a positive team spirit; Asks for and offers help; Supports everyone's efforts to succeed.
- **Organizational Support--** Follows policies and procedures; Observes reporting chain to escalate issues for resolution; Completes administrative tasks correctly and on time; Supports organization's goals and values; Is accurate and thorough.
- **Judgment--**Displays willingness to make decisions; Exhibits sound and accurate judgment; Supports and explains reasoning for decisions; Includes appropriate people in decision-making process; Makes timely decisions.
- **Adaptability--**Adapts to changes in the work environment; Prioritizes and manages competing demands; Changes approach or method to best fit the situation; Able to deal with frequent change, delays, or unexpected events.
- **Dependability--**Follows instructions, responds to management direction; Takes responsibility for own actions; Keeps commitments; Completes tasks on time or notifies appropriate person with an alternate plan.
- **Safety and Security--**Follows safety and security procedures; Completes health and safety training as scheduled; Competes TB annual screening; Reports potentially unsafe conditions; Uses equipment and materials properly.

To request a full Position Description and Apply for the position:

Qualified applicants, please submit resumes to [resumes@ravenswoodfhc.org](mailto:resumes@ravenswoodfhc.org) or FAX to 650.321.8576.