



## NURSE MANAGER

### Nurse Recruitment and Retention

The Office of Nursing Affairs is currently seeking an experienced RN to fill the position of Nurse Manager in the Recruitment and Retention office at our DHS hospitals. The position reports to the Assistant Nursing Director, Admin (ANDA) at the Office of Nursing Affairs. This position will be cross-trained to the various roles, functions, projects, and activities, within the Office of Nursing Affairs, which include but not limited to DHS Competency Testing, auditing, and monitoring of various programs and contractual obligations.

#### **Responsibilities include but are not limited to:**

- Responsible for overall nursing recruitment program activities, including collection, review, and dissemination of documentation required for nurse selections, appointment, and consideration
- Develops, controls and monitors the nursing qualifying and selection examination processes, in compliance with Los Angeles County Code, Title 5, Civil Service Rules and Department of Human Resources (DHR) Policies and Procedures Guidelines
- Collaborates with senior level nursing and other clinical and administrative executives on the Recruitment and Retention Plan, to maintain an effective nurse recruitment program consistent with organizational needs.
- Assesses and analyzes the need for retention programs; develops and implements strategies and manages programs related to recruitment and retention of nursing personnel which includes precepting and mentoring programs
- Conducts interviews of all nursing personnel below the level of Nurse Manager to demonstrate compliance with the Los Angeles County Code, Title 5, Civil Service Rules and Department of Human Resources Policies and Procedures Guidelines
- Designs, plans and develops cost-effective and cost-beneficial studies to evaluate utilization of nursing registry services, hiring and retention statistics, and return on investment for the Recruitment and Retention Plan, employee referral rates, scholarships and tuition reimbursement
- Establishes partnerships with facility leadership groups to assess staffing needs and staffing patterns in order to facilitate screening and referral of nursing candidates
- Networks with recruitment staff within and outside of DHS to identify best practices and to implement strategies for staff recruitment and retention
- Analyzes and evaluates Title 22, Centers for Medicare and Medicaid (CMS), Joint Commission and other regulations which impact recruitment, orientation and retention programs; reviews legislation in regards to staffing ratios for nursing and nursing related support staff
- Collaborates with the DHS administrative and clinical leadership in the development and execution of strategic plans, providing quality care, and managing cost-effective services which are aligned with federal, state, and local regulations
- Establishes programs, methods, and procedures for the resolution of problems related to Department-wide nursing programs. Develops new or modified organizational development and training policies, programs, and procedures to address accreditation and regulatory standards
- Interprets and directs the implementation of nursing philosophy and objectives, Department policies and procedures, and applies recognized standards of nursing care; monitors operational compliance with licensure, accreditation and regulatory standards, and recommends changes as necessary.
- Develops services that achieve a high level of customer satisfaction with emphasis on customer service, higher standards of quality and innovation inclusive of a system for timely response and follow-up to written, telephone and in-person inquiries; establishes and maintains partnerships with nursing and human resources staff to review and improve interviewing techniques and follow-up procedures
- Formulates and Initiates nursing job analyses and development of nursing- related examinations.
- Oversees the preparation and continual revision of marketing tools including pamphlets, brochures and flyers for professional and non-professional nursing opportunities
- Plans, organizes and conducts recruitment and skill enhancement presentations at various community based nursing schools and colleges in preparation for Registered Nurses, Licensed Vocational Nurses, Nursing Attendants and other related nursing specialties. Develops and utilizes strategic initiatives, tools and tactics such as job fairs, certification lists, mailings, internet and other management tools to enhance recruitment and retention
- Participates and presents at department-wide and facility-specific leadership and/or management meetings

- Participates on related nursing and allied health committees as well as exit interviews and evaluation of critical feedback from exit interviews
- Manages data associated with vacancies, turnover rates, and recruitment and retention strategies.
- Reports recruitment and retention findings with the management team to improve required staffing levels and maintain State of California regulatory mandated nurse to patient ratios through recruitment and retention activities
- Ability to travel County-wide and represent Office of Nursing Affairs at various external DHS recruitment functions
- Ability to carry, push and pull recruitment promotional items, pamphlets, brochures, flyers, folders, DHS banner equipment, folding table(s), chair(s) and materials over 15 pounds to specific sites
- Ability to keep appointments and time schedules to represent Office of Nursing Affairs at County wide events, meetings, conferences, audits and testing sites
- Ability to work on evenings and weekends to accommodate recruitment, retention and nursing functions throughout DHS facilities
- Ability to work on evenings and weekends to accommodate activities on behalf of the Office of Nursing Affairs for projects such as DHS Competency Testing oversight and to conduct program audits and monitoring throughout LA County.

**Desirable Qualifications:**

- Self-directed and goal oriented with excellent customer service skills
- Strong verbal and written communication skills
- Familiar with a variety of recruitment and retention practices and procedures
- Must be well organized, able to multi-task
- Possess proficiency with Microsoft Word, Excel, Access, Power Point, Lotus Notes and Internet
- Proven recruitment successes within the healthcare industry

**Requirements:**

- All interested applicants must satisfy all Civil Service Exam requirements for the Nurse Manager Job Specifications
- Must be current and reachable on the Nurse Manager Certification list or interested in a lateral transfer
- Only the most qualified candidates will be scheduled for an interview

**Please submit the following:** Letter of Interest, Resume, References, Performance Evaluation and Attendance Records for last two years.

Submit to: Office of Nursing Affairs Attention: Anna Veerthappa, RN  
LAC+USC Medical Center 1200 N. State St  
Inpatient Tower, Nursing Administration  
Los Angeles, California 90033  
Contact: (323) 409-5892  
Email at  
[aveerathappa@dhs.lacounty.gov](mailto:aveerathappa@dhs.lacounty.gov)

**THIS IS NOT A CIVIL SERVICE EXAMINATION**

3/13/2014