

# Harbor-UCLA Medical Center

## Vacancy Announcement

### Supervising Staff Nurse I

### Patient Relations Department

**Position Summary:** Harbor UCLA Medical Center is currently seeking a highly qualified Registered Nurse to fill the position of Supervising Staff Nurse I to provide the full range of administrative and technical supervision to staff assigned to the Patient Relations Department which includes, Patient Advocate, Appointment/Call Center and Managed Care Member Services units. This position reports to the Director of Managed Care Services.

#### **Primary Job Duties:**

- Plans, directs, and coordinates activities and requirements of the patient relation units.
- Supervising and providing oversight and direction to nursing and other paraprofessional staff and unlicensed assistive personnel.
- Reviews work performed by subordinates personnel and formally counsels and evaluates employees performance.
- Evaluates the effectiveness of existing processes and administrative procedures for the unit.
- Investigates and prepares answers to and recommends the adjustment of employee grievances and disciplinary cases.
- Develops creative approaches and solutions to enhance the overall effectiveness of the patient relations units.
- Communicates and works collaboratively and professionally with staff, providers, and interdisciplinary management teams.
- Promotes standards for safety, quality care and courteous services to patients and families.
- Active participant in multidisciplinary committee meetings.

#### **Qualifications:**

- Licensed to practice as a Registered Nurse issued by the State of California
- Minimum of two years of recent experience in a hospital, ambulatory setting or public health programs.
- Experience in Managed Care Services, a plus
- Strong written/verbal communication and people skills
- Excellent problem-solving skills and a high degree of initiative
- Demonstrates professional and positive demeanor at all times
- Strong Computer Skills
- Must currently be holding the payroll title of SSNI or SCNI or currently on the SSNI promotional list

Interested applicants, please submit a cover letter, a copy of your resume, performance evaluation and your attendance documentation for the past two years to:

Kay Campbell, RN (kcampbell@dhs.lacounty.gov)

Harbor-UCLA Medical Center  
1000 West Carson Street, Box 14  
Torrance, CA 90509  
Phone: (310) 222-3740  
Fax: (310) 533-2201

**Will remain open until the needs of the service are met**

**This is not a Civil Service Examination**

**Equal Opportunity Employer**