**JOB TITLE**: Public Health Nursing Consultant 2

**ANNOUCEMENT #**: 2-03042020-6972

**DEPARTMENT**: Tennessee Department of Health

**DIVISION**: Communicable and Environmental Diseases and Emergency Preparedness

**PROGRAM**: Tuberculosis Elimination Program

**LOCATION**: Davidson County, Tennessee

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| Opening Date/Time | Wednesday, March 3, 2020/12:00 AM Central Time |
| Closing Date/Time | Tuesday, March 24, 2020/11:59 PM Central Time |
| Salary (Monthly) | $5,222.00 |
| Salary (Yearly) | $62,664.00 |
| Job Type | Full-Time |
| City, State Location | Nashville, TN |
| Department | Health |

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| **HOW TO APPLY**   1. Visit <https://www.tn.gov/careers> 2. Select “**Apply Here**”    1. If you are not currently an employee with the State of Tennessee, select “**External Candidates**.”    2. If you are currently employed with the State of Tennessee, select ”**Active State Employees**.” 3. In the Search State of Tennessee Jobs search bar, type **Public Health Nursing Con 2** and hit enter 4. Select the **Public Health Nursing Con 2-03042020-6792** (Job ID 6972) and click ”**Apply for Job**” at the top of the page. 5. If have not applied for a job with the State of Tennessee before you will have to register as a new user and follow the directions for registration. |

**MINIMUM QUALIFICATION**

Education and Experience: Graduation from an accredited college or university with a bachelor’s degree in nursing and experience equivalent to four (4) years full-time increasingly responsible nursing work.

Substitution of Experience for Education: Qualifying full-time experience in nursing may be substituted for the required education on a year-for-year basis, to a maximum of two (2) years.

Substitution of Graduate Education for Experience: Additional graduate coursework in nursing may be substituted for the required experience on a year-for-year basis to a maximum of one (1) year.

**OTHER REQUIREMENTS**

Necessary Special Qualifications: Licensed as a Registered Nurse in the State of Tennessee.

Examination Method: Education and Experience, 100%, for Preferred Service positions.

**JOB OVERVIEW**

Summary: Under general supervision, is responsible for professional public health nursing consulting work of considerable difficulty and/or supervisory work of routine difficulty and performs related work as required.

Distinguishing Features: This class in Public Health Nursing Con sub-series may supervise or provider oversight to a moderate to large statewide program. An employee in this class may supervise professional and sub-professional personnel in providing advisory and nursing consultation. This class differs from a Public Health Nursing Con 1 in that an incumbent of the latter functions at the entry level and usually reports to an incumbent of this class.

**WORK ACTIVITIES**

Interpreting the Meaning of Information for Others:

1. Translates written word into verbal examples and validate that perception with appropriate persons for use as evidence.
2. Interprets a variety of current human resource rules, regulations, policies, procedures, and documentation for internal and external business partners to facilitate understanding and ensure compliance.
3. Communicates laws, rules and regulations both state and federal to facility personnel, patients/residents, family members, complainants and peers to facilitate understanding and ensure compliance.
4. Communicates with health care providers and other external entities.

Evaluating Information to Determine Compliance with Standards:

1. Determines compliance with state, federal rules, regulations, and standards if deficient practices are identified, determines the extent of noncompliance and recommends appropriate actions.
2. Assesses factual information according to established state and federal protocols in order to reach supported conclusions.
3. Review, accept or deny plans of action/correction to determine level of follow-up needed for compliance.
4. Reviews state/regional plans in order to communicate and provide input to internal and external customers.

Processing Information:

1. Reviews surveys, investigations, applications, etc. to verify conclusions of compliance/non-compliance.
2. Documents, compiles, and reviews statistical data for internal or external required reporting.

Monitor Processes, Materials or Surroundings:

1. Reviews, analyzes and interprets information from records to determine quality of care and compliance with state and federal rules and regulations.
2. Conducts document reviews, observations, interviews to use the information to identify non-compliance with regulatory requirements.
3. Applies federal & state rules and regulations in review and decision processes.
4. Conducts site inspections of facilities to assess for compliance.
5. Monitors by observation a health care facility’s infection control practices.

Analyzing Data or Information:

1. Reviews medical records to determine medical eligibility or compliance.
2. Organizes and interprets available information and materials in order to define existing problems.
3. Reviews laboratory reports, patient records and histories, and disease reports in an effort to prevent further spread of disease, e.g., communicable disease.
4. Analyzes relevant information from investigation of complaint(s) to determine actions needed.
5. Identifies and analyzes relevant information needed to survey the program utilizing the specific survey protocol.

Guiding, Directing and Motivating Subordinates:

1. Leads assigned staff in using relevant information and individual judgment whether events/decisions/processes comply with laws, regulations, and standards.
2. Provides/communicates program specific information to staff/peers to achieve optimal outcome.
3. Prepares job plans with measurable SMART formula and meets with staff to provide clear expectations.

Resolving Conflicts and Negotiating with Others:

1. Resolve simple conflicts without supervisory input to ensure timely and efficient performance and maintain positive working relationships.
2. Demonstrates customer service skills in conflict resolution when dealing with unsatisfied customers.
3. Maintain a respectful and productive work environment within the assigned work unit to minimize disputes and facilitate performance.

Training and Teaching Others:

1. Conducts agency specific and specialized training for agency employees to comply with departmental, state, and federal laws, rules, regulation guideless, processes, and procedures, facilitating change, and improvement initiatives.
2. Conducts employee orientations/training meetings as required to educate staff on departmental, state, and federal laws, rules, regulations, guidelines, benefits, processes, and procedures.

Identifying Objects, Actions and Events:

1. Organizes and interprets available information and materials in order to define existing problems.
2. Identify work priorities to ensure the most important work is completed first based on work experience, supervisor guidance, and departmental, state, and federal laws, rules, regulations, and guidelines.
3. Organizes, analyzes and interprets applicant’s medical records to determine if medical eligibility has been met.
4. Identifies common source outbreaks and develops processes and plans for care of at-risk population.

Staff Organizational:

1. Conducts interviews for job candidates and identifies opportunities with assigned staff to develop/maintain quality staff to accomplish goals of the unit.
2. Utilizes available resources for recruitment of qualified candidates.

Organization, Planning, and Prioritizing Work:

1. Adheres to specific protocols provided by the state and federal agencies to accomplish all phases of assignment.
2. Incorporates last minute and unscheduled tasks into current workload to ensure timely and accurate completion of work.
3. Organizes and prioritizes personal workload and the workloads of assigned subordinates using calendars, lists, and other facilitators to ensure timely and accurate completion of work.
4. Delegates tasks to assigned subordinates based on the competencies they possess to ensure sufficient space to engage in supervisory work and ensure work is completed efficiently, accurately, and timely.

Making Decisions and Solving Problems:

1. Acts as state witness when services have been denied or appealed.
2. Reviews and analyzes information to determine accurate decisions have been made.
3. Determines the level of services applicants qualify for in accordance with rules and regulations.
4. Functions as a member of a Public Health team in analyzing information in order to achieve best possible outcomes, in individual illnesses or potential outbreak situations.
5. Approves travel, time and attendance, training and other related requests submitted by assigned subordinates.

Documenting/Recording Information:

1. Documents investigation performed for employee relation purposes to ensure accurate information is used in decision making.
2. Maintains documentation of survey/investigation results for potential appeal/hearings.
3. Maintains documentation to ensure the legal defensibility of employment decisions.
4. Documents the performance of assigned staff to ensure accurate and unbiased performance evaluations.
5. Update job plans using SMART goals.

Communicating with Persons Outside Organization:

1. Demonstrates knowledge and skill in providing understandable responses to questions and is articulate in a wide range of difficult communication situations.
2. Ensure confidential information/materials are not compromised.
3. Services as a resource person for the agency when communicating with health care facilities and entities.
4. Responds courteously to applicants, licensees, board members, government representatives and the public.

Performing for or Working Directly with the Public:

1. Provides training and education to the public regarding law and rules.
2. Provides training to the public in prevention of spread of communicable disease and preparedness for emergency situations and does so in a professional and caring manner.

Establishing and Maintaining Interpersonal Relationships:

1. Makes frequent contact with community partners, using good customer services practices, in order to establish and maintain open lines of communication. Develops a trusting relationship with these partners in order to maintain a strong public health presence in the area.
2. Functions in a supportive, positive, flexible manner in conducting all job responsibilities in order to achieve and maintain option Public Health Performance Standards.
3. Assists peers in training activities by sharing knowledge and skills.
4. Notifies staff as soon as possible with schedule changes and assists others with assignments when their workload becomes more pressing.
5. Identifies development opportunities appropriate for assigned staff to improve team development.

Getting Information:

1. Conducts and/or participates in activities for obtaining, reviewing and analyzing needed information and/or materials such as observations, interview, research, and records review to determine compliance with state and federal rules and regulations.
2. Conducts disease investigation to obtain patient-specific information concerning the patient’s disease and disease process.
3. Request and obtains pertinent medical record information to investigate complaints against providers, health care facilities, or determine patient eligibility or fraud.
4. Review past performance file(s), quality indicator reports, or complaint/incident file to determine appropriate action(s) needed.
5. Contacts potential and current providers related to requirements for licensure and/or certification programs.

Coordinating the Work and Activities of Others:

1. Assigns task in accordance with protocol, which includes coordinating activities, analysis and decision making related to findings, and scheduling meetings to assess the progress and accomplish tasks efficiently.
2. Provides guidance and participation during completion of documentation, creation of reports including proof reading and submission for processing.
3. Provides support to staff when they are organizing training, presenting sessions, and evaluating outcomes of activities.
4. Coordinates with upper management, peers, and assigned subordinates to facilitate equitable workload dissemination.

Communicating with Supervisors, Peers, or Subordinates:

1. Communicates programmatic issues and/or concerns with management and/or staff.
2. Listens, and responds to inquiries from staff, and/or management courteously and professionally, providing clear and accurate information.
3. Conducts self in a supporting and professional manner when organizing training, presenting sessions, and evaluation outcomes of activities.
4. Provides regular updates to supervisors, co-workers and staff on the status of projects and other assigned work.
5. Maintains an open dialogue with supervisors, co-workers and staff to ensure effective communication.

Coaching and Developing Others:

1. Mentors staff by providing feedback and information on an organizational culture, policies and procedures, workflow and chain of command, task prioritization, proper documentation, use of systems and available functionality, and how to most effectively and efficiently perform their assigned tasks.
2. Monitors/provides feedback on progress toward goals as needed and according to protocol.

Estimating the Quantifiable Characteristics of Products, Events, or Information:

1. Estimate the travel and material resources needed to perform work activities and stay within the budgetary guidelines and priorities.
2. Coordinates and schedules personnel resources to accomplish the goals of the work unit.

Assisting and Caring for Others:

1. Makes referrals to the Employee Assistance Program and/or other entities as appropriate.
2. Provides knowledgeable assistance as needed to internal and external entities in a courteous manner.

Monitoring and Controlling Resources:

1. Monitors staff resources and equipment in order to inform upper management when additional resources are required to accomplish goals.

Provide Consultation and Advice to Others:

1. Makes recommendations to upper management for change in operations which affect the economy, efficiency and quality of operations and services.
2. Provides management and peers with education related to advance program training.
3. Provides technical and educational assistance to public health employees, community partners, and other agencies who request it.

Judging the Quality of Things, Services or People:

1. Assesses the quality of care and services provided to entities by utilizing specific protocol.
2. Evaluates staff’s performance based on established measurable SMART goals.
3. Participates in the assessment of potential employees during the hiring process.

Updating and Using Relevant Knowledge:

1. Maintains working knowledge of laws, regulations, regulatory revisions and application of regulations in various settings.
2. Learns new laws, regulations, regulatory revisions and application of regulations in various settings.
3. Participates in or provides orientation and training of employees as requested.
4. Maintains knowledge of current standards of practice.
5. Reviews relevant current program information.
6. Attends called meetings, participates in all programmatic conference calls, and planned conferences related to particular field.
7. Identifies own learning needs and goals and seeks direction to meet those needs.
8. Attends mandatory in-service and training programs.

Inspecting Equipment, Structures or Material:

1. Inspects facility or office environments to determine environmental safety (e.g., water temps, dietary coolers, instrument sterilization equipment).
2. Maintains and inspects agency equipment following manufacturer’s specifications in order to assure efficient and accurate operation.

Handling and Moving Objects:

1. Collects and preserves evidence in order to facilitate the development of cases to conclusion.
2. Carries materials to and from different areas of the workplace.

Performing Administrative Activities:

1. Identifies, develops, and maintains programmatic information needed to support program activities.
2. Enters performance management related documents into appropriate databases as required.
3. Enters, oversees and approves staff entry of personal payable time and leave/overtime requests into appropriate databases as required.
4. Enters, oversees and approves entry of travel authorizations and expense claims into appropriate databases as required.
5. Maintains appropriate records of agency inventory and property.

Thinking Creatively:

1. Analyzes current processes and assists in development of innovative processes in order to improve program efficiency.
2. Develops and revises tools to trace and trend information.
3. Participates in developing and designing web applications to enhance electronic accessibility.

Interacting with Computers:

1. Enters data/information into various computer programs using required documentation format.
2. Edits exported data to compile final reports.
3. Records observations and interviews utilizing a tablet computer.
4. Imports/exports data prior to/following data collection.
5. Uses state and/or federal applications on a daily basis.
6. Uses web-based computer programs to approve time and labor and travel expense claims.
7. Receives and sends e-mail messages to coordinate scheduling, guidance and other work-related functions.
8. Uses web-based computer program to input time and labor and travel expense claims.
9. Uses Team Track to request enhancement of web applications.

Scheduling Work and Activities:

1. Organizes daily work in order to meet time-sensitive deadlines.
2. Schedules staff attendance at surveys, investigations, hearings and site visits.
3. Coordinates with co-workers and external customers in order to achieve program goals.
4. Travel and overnight stays are required.
5. Schedules Food Net visits to community partners to maintain vigilance in prevention of outbreaks, schedules and provides annual fit testing on appropriate internal customers (NOT APPLICABLE TO THIS POSITION)

Performing General Physical Activities:

1. Performs repetitive computer data entry.
2. Navigates all areas of facility for inspection purposes and validation of information.
3. Walks throughout facilities; stands, navigates stairs, stoops and bends torso in order to observe the staff for several hours.
4. Carries required materials onsite weighing up to 25 lbs.

Operating Vehicles, Mechanized Devices, or Equipment:

1. Drives state or personally-owned automobile in all road conditions at any time of day or night for long periods, to reach a worksite destination.
2. Travels to and navigates large cities and small towns on both interstate and rural roads.

Controlling Machines and Processes:

1. Operating a variety of office equipment including but not limited to copiers, scanners, digital cameras, calculators, and fax machines.

**COMPETENCIES (KSA’S)**

Competencies:

1. Integrity and Trust
2. Decision Quality
3. Problem Solving
4. Written Communications
5. Priority Setting
6. Ethics and Values
7. Conflict Management
8. Confronting Direct Reports
9. Building Effective Teams
10. Interpersonal Savvy
11. Composure

Knowledge:

1. Intermediate knowledge of human behavior and performance displayed through recognition of individual differences in ability, personality, interests, learning and motivation.
2. Intermediate knowledge of administrative and clerical procedures such as word processing, managing files and records, designing forms, and other office procedures and terminology.
3. Intermediate knowledge of nursing, Tennessee law and rules that govern nursing and how applicable in a given situation.
4. Intermediate knowledge of business and management principles involved in strategic planning, resource allocation, human resources, leadership technique, production methods, and coordination of people and resources.
5. Intermediate knowledge of computer hardware and software.
6. Intermediate knowledge of the principles providing customer and personal services.
7. Intermediate knowledge of principles, methods, and procedures for diagnosis, treatment, and rehabilitation of physical and mental dysfunctions, and for career counseling and guidance. For use especially with evaluations, interims and counseling sessions leading to guidance of employees continuous improvement.
8. Knowledge of laws, legal codes, court procedures, precedents, government regulations, executive orders, agency rules, and the democratic political process. The intermediate level of knowledge must be incorporated into the daily decisions of the job process to promote equal rights to staff and those you serve.

Skills:

1. Intermediate skill to understand completely written sentences and paragraphs in work-related documentation and paperwork.
2. Intermediate skill to identify problems, review related information, develop and evaluate options, and implement solutions.
3. Intermediate knowledge of nursing, Tennessee law and rules that govern nursing and how they are applicable in a given situation.
4. Intermediate skill to use logic and reasoning to identify the strengths and weaknesses of alternative solutions, conclusions or approaches to problems.
5. Intermediate active learning skills in understanding new and revised information.
6. Intermediate social skills in understanding mew and revised information.
7. Intermediate skills in organizing and prioritizing workloads according to identified skills and competencies.
8. Intermediate skill for teaching/instructing others.
9. Intermediate skill to communicate effectively in writing as appropriate for the needs of the audience, for consistent and accurate communication with staff and those you serve.
10. Intermediate skill of listening to what other people say, taking time to understand the point being made, and asking appropriate questions.
11. Intermediate skill to speak to others and convey information effectively.
12. Intermediate skill to manage one’s own time and the time of others in order to meet deadlines.

Abilities:

1. Intermediate ability to read and comprehend information and ideas being disseminated.
2. Ability to coordinate movement of your arms, legs, and torso together when the body is in motion as it relates to touring and inspecting health facilities.
3. Intermediate ability to use deductive reasoning in applying rules to specific problems in order to determine a solution.
4. Ability to maintain balance when in an unstable position.
5. Intermediate ability to remember information such as words, numbers, pictures and procedures.
6. Basic ability to make fast, simple, repeated movements of the fingers, hands, and wrists.
7. Basic ability to match or detect differences between colors, including shades of color and brightness.
8. Intermediate ability to analyze and evaluate how a system should work and how changes in conditions, operations, and the environment will affect outcomes, as well as identifying measures or indicators of system performance/actions needed to improve or correct performance, relative to the goals of the system.
9. Intermediate ability to listen and understand verbal communication.
10. Intermediate ability to quickly respond to stimuli or signals.
11. Intermediate ability to communicate information and ideas in writing so that others will understand.
12. Intermediate ability to arrange things or actions in a certain order or pattern according to a specific rule or set of rules (e.g., patterns or numbers, letters, words, pictures, mathematical operations).
13. Ability to identify and understand the speech of another person to prevent miscommunication related to relaying and receiving vital information related to work processes at all times.
14. Intermediate ability to combine pieces of information to form general rules or conclusions.
15. Intermediate ability to communicate information and ideas in speaking so that others will understand.
16. Intermediate ability to identify when something is wrong or likely to go wrong.

**TOOLS AND EQUIPMENT USED**

1. Personal Computer
2. Telephone
3. Calculator
4. Printer