



## **JOB DESCRIPTION**

### **Chief Nursing Officer**

**REPORTS TO:** Chief Clinical Officer

#### **EDUCATION & EXPERIENCE**

- Graduate of accredited School of Nursing
- Current licensure by Texas Board of Nursing (or Texas-eligible)
- Certifications: BLS and ACLS
- Preferred:
  - Master of Science in Nursing or Nursing Leadership
  - Demonstrated management experience
  - Previous QA/QI experience

#### **SKILLS**

- Excellent verbal and written communication skills
- Outstanding interpersonal and conflict resolution skills
- Demonstrated ability to prioritize, problem solve, delegate, and lead projects to on-time completion
- Excellent team leadership and personnel management skills
- Personal characteristics of reliability, equanimity, flexibility, and ability to innovate
- History of progressive professional development
- Ability to function well in a high-paced and, at times, stressful environment
- Proficient with Microsoft Office Suite or related software

#### **PRIMARY DUTIES**

The Chief Nursing Officer (CNO) is the highest-level nurse management position and a member of the Clinical Leadership Team (Chief Clinical Officer, Chief Medical Officer, Associate Chief Medical Officer, Chief Dental Officer, Residency Program Director, and Chief Behavioral Health Officer). The CNO oversees all nurses and nurse managers to ensure consistency with Waco Family Medicine's practice standards and institutional goals.

- Provide administrative oversight of all nursing operations
- Ensure patient care standards through quality improvement and staff training
- Meet or exceed regulatory standards for nursing and care delivery
- Supervise nursing leadership (e.g., Director or Associate Directors of Nursing)
- Work collaboratively with Clinical Leadership Team to:
  - Maximize efficiency and quality in patient care delivery
  - Promote team-based care
  - Meet clinical quality improvement targets
  - Optimize medical team staffing
  - Innovate solutions to meet organizational priorities
  - Train physicians and other healthcare personnel
- Participate in and lead quality improvement initiatives
- Ensure proper nurse recruiting, hiring, onboarding, retention, and staffing procedures, including commitment to creating an accessible, supportive environment and recognizing diversity and cultural competence as integral components of nursing excellence
- Oversee performance evaluations, employee guidance, and ongoing personnel development

- Address problems involving personnel, medical staff, patients, and families
- Plan and operate within approved budget
- Foster a culture of high quality, mission focus, transparency, and joy in practice
- Coordinate and lead appropriate staff meetings
- Report to the Executive Team and Clinic Board as needed

**OTHER DUTIES**

- Perform direct patient care
- Perform other duties as assigned

**PHYSICAL AND MENTAL REQUIREMENTS**

- Visual and auditory accuracy
- Shift length - varies
- Indoor setting
- Continuous use of computer
- Long periods of sitting
- Frequent use of telephone and/or smart devices
- Continuous repetitive grasping and manipulation of both hands
- Continuous conversational communication
- Occasional reaching, walking, squatting, bending, kneeling, twisting and climbing
- Occasionally carrying, lifting, pushing and pulling of up to 25 lbs.
- Occasionally working in confined, noisy, dusty areas
- Frequent use of personal car
- Understand/carry out simple/detailed, oral/written instructions
- Memorize and retain instructions
- Read and interpret detailed specifications
- Physical accommodations will be implemented where necessary and feasible

**REVIEWED WITH EMPLOYEE:**

\_\_\_\_\_  
Employee

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Supervisor

\_\_\_\_\_  
Date