



An Affiliate of **MERCYONE**

JOB DESCRIPTION

This document does not create an employment contract, implied or otherwise, other than an “at-will” employment relationship with Van Buren County Hospital.

POSITION: House Supervisor	STATUS: Non-Exempt
DEPARTMENT: Nursing Administration	DATE EFFECTIVE: 06/01/2015
DIRECTLY REPORTS TO: DON INDIRECTLY REPORTS TO: CCQO	REVISED: 6/18/25
SUPERVISES: N/A	SECURITY LEVEL: Medium

PRIMARY FUNCTION & POSITIONAL PURPOSE

The House Supervisor is responsible for overseeing the coordination of hospital-wide staffing and clinical resources. This position supports the safe delivery of patient care and ensures departmental needs are met by reallocating resources and providing direct assistance when needed. The House Supervisor serves as the acting leadership representative in the absence of department managers and executive leadership.

POSITIONAL ESSENTIAL FUNCTIONS

Essential functions are those tasks, duties, and responsibilities that comprise the means of accomplishing the job's purpose and objectives. Essential functions are critical or fundamental to the performance of the job. They are the major functions for which the person in the job is held accountable.

House Supervisor

1. Collaborate with managers to oversee hospital-wide clinical operations, including assessment of staffing levels and reallocation of staff to ensure safe and effective patient care.
2. Assist with clinical supervision across Clinic, ED, Infusion, Med-Surg, and OR; support management in reallocating staff and calling in coverage as needed.
3. Provide hands-on clinical support and leadership, including triage, procedural assistance, and direct patient care as needed.
4. Respond to patient care emergencies and facility issues; activate and coordinate internal emergency responses when necessary.
5. Address and resolve patient and family concerns when department leadership is unavailable.
6. Monitor and document operational issues, safety incidents, or staffing challenges, and report them to the appropriate leadership.
7. Coach and mentor staff in real time, reinforcing policy adherence and escalating performance or conduct issues as appropriate.
8. Provide input on employee performance, including documentation of incidents and participation in the disciplinary process.
9. Lead department huddles and maintain communication with weekday leaders.
10. Understand and utilize the electronic medical record (EMR) system to support documentation and care delivery as needed.
11. Complete House Supervisor Checklist daily and submit to manager following each shift.

Quality and Safety Projects

1. Participate in QAPI (Quality Assurance and Performance Improvement) initiatives as directed by the CCQO and Governance Committee.
2. Provide real-time, hands-on education to staff related to quality and patient safety.
3. Observe care practices and assist with documentation and clarification of clinical workflows to promote a consistent standard of care.
4. Identify areas of opportunity and provide feedback to Quality and Leadership teams.
5. Assist with collecting or contributing to quality-related data, incident follow-up, or education as assigned.

SUPERVISORY ESSENTIAL FUNCTIONS

Supervisory Essential Functions are those tasks, duties, and responsibilities that are necessary for every VBCH supervisor to utilize in order to accomplish the organization's purpose and objectives. Essential functions are critical or fundamental to the performance of the job. They are the expectations for which every person is held accountable.

1. Consistently models all One Culture Behaviors.
2. Effectively manages time and can prioritize multiple tasks and responsibilities.
3. As a subject matter expert provides input on policies, procedures, and budgets.
4. Maintains the ability to step in and perform the duties of the impact staff they supervise during time of short-staffing or high need.
5. Ability to read and interpret federal, state and local codes and requirements.
6. Ability to maintain records and prepare comprehensive reports for leadership and/or the Board of Trustees.
7. Ability to train and supervise the day-to-day activities of assigned staff, including addressing immediate issues, and ongoing training needs.

ALL EMPLOYEE ESSENTIAL FUNCTIONS

All Employee Essential Functions are those tasks, duties, and responsibilities that are necessary for every VBCH position to accomplish the organization's purpose and objectives. Essential functions are critical or fundamental to the performance of the job. They are the expectations for which every person is held accountable.

1. Attendance at work on a regular and reliable basis.
2. Maintains patient, hospital and, employee confidentiality in all aspects of the job.
3. Meets with supervisor concerning policies and procedures, work assignments, financials and other functional problems. Keeps supervisor informed of department activities and needs.
4. Complies with all established policies and procedures of the hospital and of the department, to include the Code of Conduct and the Code of Ethics and Compliance.
5. Must be able to safely work in an environment where latex is prevalent.
6. Complete annual education requirements, including BLS, ACLS, PALS, NIHSS, and TNCC.
7. Attend all meetings as appropriate.
8. Maintains all applicable regulatory requirements, including licensure requirements.
9. Accepts additional duties as assigned when they are deemed appropriate by the employee's supervisor.

ONE CULTURE BEHAVIORS – ALL EMPLOYEES

All employees of VBCH are expected to display the cultural values and competencies of VBCH. This is an essential function of each employee's job and all positions will be held accountable for demonstrating these behaviors.

1. Be One - I benefit from and strengthen VBCH.

- **Think TEAM, not self.**
 - Have a shared sense of purpose and clear goals and understand that we all make a difference
 - Appreciate diversity, recognize each individual has value and we can accomplish more together.
- **Ask for help. Give help.**
 - Make time for everyone. No one is an interruption. Each person is my reason for being at VBCH.
 - Be honest and open in all relationships, interactions, and in providing care.
- **Communicate like your life depends upon it.**
 - Take time to explain and communicate what to expect.
 - Respectfully and effectively communicate within your department and within the organization.

2. Personalize Care – Your experience. My responsibility.

- **Bring energy and passion every day.**
 - Ensure consistent care by committing 100% to each individual patient, family and staff member.
 - Deliver the best outcome and excellent service through the dedicated effort of every team member.
- **Serve the patient or support someone who does.**
 - Look beyond assigned tasks and job duties and focus on your purpose.
 - Embrace supporting one another as a way of achieving greatness.
- **Invest the time to listen, care and connect.**
 - Treat others as you would like to be treated – with dignity, respect, care and sensitivity to privacy.
 - Reassure the patient and their family that you know the importance of your job in relation to the care.

3. Own It – I own my actions to deliver Key Results.

- **Step up or step aside.**
 - Lead by example; be honest and trustworthy, while always maintaining confidentiality.
 - If unable to meet a request, find someone who can.
- **Take responsibility for your attitude and impact.**
 - Accept personal responsibility to always do the right thing even when no one is looking.
 - Take the time to do things right the first time.
- **Make excellence happen.**
 - Follow through when you tell someone you will do something for them. Make contact with them throughout the process as well as after the task is completed.
 - Realize what we do is a reflection of ourselves and our organizations.

4. Improve Daily - I make improvements every day for those we serve including each other.

- **Have a “get better” mindset.**
 - Strive to be the best at what we do. Seek ways to continually improve patient and employee satisfaction.
 - Seek out opportunities to improve skills for personal and professional growth; supporting common goals of the organization.
- **Be coachable.**
 - Sincerely acknowledge and take corrective action when expectations are not met.
 - Commit to professional and personal development.
- **Seek solutions. No blaming, complaining or defending.**
 - Problem solve with input from each individual. Maintain a positive attitude and focus on solutions by working through challenges and conflict together.
 - Focus on process when seeking solutions, not on people.

5. Innovate - I imagine and embrace bold new ideas to revolutionize health.

- **Challenge the status quo. Create new possibilities.**
 - Look for opportunities to improve the patient, family and staff experience through innovative thinking and process improvement.
 - Be an active participant in organization activities and community events.
- **Be proactive and embrace change.**
 - Be receptive to different ideas and responses from fellow coworkers.
 - Be open and willing to change to improve outcomes.
- **Be curious – don't be afraid to fail.**
 - Be willing to go the extra mile and do what is necessary, even if that means to do things differently, to not only meet but exceed expectations.
 - If you or the team fails, grow from the experience and try again.

EDUCATION, CERTIFICATION, & EXPERIENCE REQUIREMENTS

1. High School diploma or equivalent is required.
2. Successful completion of an accredited RN program and be licensed in the state of Iowa or compact state licensure.
3. BLS
4. ACLS
5. PALS
6. TNCC

EXPERIENCE REQUIRED:

- ☐ None
☐ Less than 1 year
☐ 1 – 3 years
☒ 3 – 5 years
☐ 5 + years

WORKING ENVIRONMENT

Note: Reasonable accommodations may be made for individuals with disabilities to perform the essential functions of this position.

Conditions	Never 0%	Occasionally 1 - 33%	Frequent 45 – 66%	Continuous 67 – 100%
Indoors	☐	☐	☐	☒
Computer Operations	☐	☐	☐	☒
Outdoor exposure to extreme cold or extreme heat	☒	☐	☐	☐
Exposure to wet and/or humid conditions	☒	☐	☐	☐
Excessive Noise including patient call lights, buzzers and alarms	☐	☒	☐	☐
Dusty	☒	☐	☐	☐

Vibration	☒	☐	☐	☐
Exposure to Latex	☐	☒	☐	☐
Other – please explain	☐	☐	☐	☐
Electricity and/or Electric Shock	☐	☒	☐	☐
Toxic or caustic chemicals and fumes	☐	☒	☐	☐
High, exposed places	☒	☐	☐	☐
Moving mechanical parts	☒	☐	☐	☐
Machinery	☒	☐	☐	☐
Power or impact tools	☒	☐	☐	☐
Other – please explain	☐	☐	☐	☐
Lift/Carry				
1 – 10 lbs	☐	☐	☒	☐
11 – 20 lbs.	☐	☒	☐	☐
21 – 50 lbs.	☐	☒	☐	☐
51 – 75 lbs.	☐	☒	☐	☐
75+ lbs.	☐	☒	☐	☐
Push/Pull				
1 – 10 lbs	☐	☐	☒	☐
11 – 20 lbs.	☐	☒	☐	☐
21 – 50 lbs.	☐	☒	☐	☐
51 – 75 lbs.	☐	☒	☐	☐
75+ lbs.	☐	☒	☐	☐
Movement				
Sitting for long periods of time	☐	☐	☐	☒
Bend/Stoop Twist	☐	☐	☒	☐
Crouch/Squat	☐	☐	☒	☐
Kneel/Crawl	☐	☒	☐	☐
Reach Above the shoulders	☐	☒	☐	☐
Reach Below the shoulders	☐	☒	☐	☐
Repetitive Motion (arms, wrists, hands)	☐	☐	☐	☒
Grasping	☐	☐	☐	☒
Climb Stars/Ladder	☐	☒	☐	☐
Uneven Walking Surface	☐	☒	☐	☐
Even Walking Surface	☐	☒	☐	☐
Balancing	☐	☒	☐	☐
Finger usage (feeling for pulse, etc.)	☐	☒	☐	☐
Communication (talking and hearing)	☐	☐	☐	☒
Visual Acuity for reading and computer usage	☐	☐	☐	☒
Visual Acuity for drawing measurements	☒	☐	☐	☐

EMPLOYEE HEALTH REQUIREMENTS

- Must follow all employee health requirements including, but not limited to, the following:
 - Employee Health screenings every 4 years after hire as required by State Law
 - Yearly flu shots and Covid boosters are recommended but not required.

SIGNATURES

I have read this job description and understand the physical requirements and essential job functions. I am able to perform these essential job functions with/without reasonable accommodations. Required accommodations are explained below:

Employee Signature

Date

Department Head Signature

Date

DISCLAIMERS

Van Buren County Hospital has reviewed this job description to ensure that essential functions and basic duties have been included. It is not intended to be construed as an exhaustive list of all functions, responsibilities, skills and abilities. Additional functions and requirements may be assigned by supervisors as deemed appropriate

This job description in no way states or implies that these are the only duties to be performed by the employee occupying this position. A review of this job description has excluded the marginal functions of the position that are incidental to the performance of fundamental job duties. All duties and responsibilities are essential job functions. Employees will be required to follow any other job-related instructions and to perform any other job related duties requested by his/her manager. Requirements are representative of the minimum levels of knowledge, skills, and/or abilities. To perform this job successfully, the employee will possess the abilities or aptitudes to perform each duty proficiently. Some requirements may exclude individuals who pose a direct threat or significant risk to the health and safety of themselves or other employees. All requirements are subject to possible modification to reasonably accommodate individuals with disabilities.

Non-Discrimination Policy: It is the policy of Van Buren County Hospital not to discriminate in its services, programs, or employment on the basis of race, color, national origin, religion, sex, gender identity (including gender expression), sexual orientation, disability, age, marital status, family/parental status, income derived from a public assistance program, political beliefs, or reprisal or retaliation for prior civil rights activity. Van Buren County Hospital reasonably accommodates those persons with disabilities to allow for the performance of essential job functions or who may require alternative means for access. Any concerns or requests for accommodations should be directed to Matt Tipling, matt.tipling@vbch.org or 319-293-8754.