Program Background:

Ramsey County Withdrawal Management Program (RCWMP) provide medication-assisted withdrawal support for substance withdrawal. We also provide a comprehensive assessment within the first 72 hours, peer recovery support services, patient education and referrals to aftercare services (treatment).

The Withdrawal Health Nurse Manager will direct and manage the administrative function of a RCWMP unit to include oversight of all facets of the healthcare operation, fiscal responsibility, and day-to-day management of staff. Directly and indirectly supervises up to 27 full-time employees including Nurse Supervisors, Registered Nurse, Licensed Practical Nurse, and Detoxification Aides. Oversee and review all external contracts to ensure adequate reimbursement for clinical services, adherence to contract requirements and is accountable for developing and fostering positive, professional, collaborative relationships with clients, both internal and external and ensuring customer satisfaction; and to perform related duties as assigned.

Examples of Work Performed

- Promote a diverse, culturally competent, and respectful workplace.
- Serve as the clinical service operational representative/point of contact for the facility.
- Supervise a withdrawal management health unit that provides direct nursing and health education services to clients. Arrange for all levels of healthcare and ensure quality, accessibility, and timely health services for patients.
- Implement the facility's healthcare program under the direction of Program Administrator and guidance of Medical Director.
- Coordinate the scheduling of shared medical staff.
- Ensure health unit complies with local, state, and federal standards which govern healthcare units in correctional environments, to include national accreditation standards when applicable.
- Provide directive and oversight to support nursing services to clients by auditing health assessments, facilitated training, consulting, and supporting with stabilization plans and treatment models.
- Assure quality care, cost containment, and appropriate level of service by establishing, monitoring, and evaluating contracts with health care vendors and provide on-site evaluation and consultation to vendor-supplied employees.
- Respond to requests from withdrawal management staff as well as Ramsey County Public Health and Social Services staff in accordance with policy, standards, and facility guidelines.
- Ensure employees follow the rules and regulations for employee conduct/behavior and follow all safety, security and chain of command protocols/ policies as set forth by Ramsey County, DHS 245 F and 9530 Licensure while working within the withdrawal management facility.
- Provide health education services by planning and conducting training sessions within the detoxification and withdrawal management facility when necessary.
- Ensure proper staffing levels to meet facility needs. Oversee annual performance evaluations, along with a peer review process for all licensed staff.
- Respond to and track clients' grievances as part of Continuous Quality Improvement (CQI) program in accordance with standards and facility policy.
- Ensure administrative meetings are conducted, to include staff meetings, monthly medical audit committee meetings, monthly quality assurance meetings, department, and division meetings.
- Share on-call responsibilities with other detoxification and withdrawal management staff.

   WORK ENVIRONMENT: Work is performed in withdrawal management facility include on site work, which may include occasional travel. Stands and walks up to 8-hours daily while performing patient care, supervision, and treatment activities. Exposures may include, but not limited to, environmental conditions, disagreeable odors, elevated noise levels, communicable diseases, toxic substances, bodily fluids, and working with people with substance abuse disorder, behavioral and mental challenges. Views a computer screen daily. Shares on-call responsibilities.