



Operation Support Specialist II (OSS II)- Department of Nursing

Job Title: Operation Support Specialist II (OSS II) – Department of Nursing

Department: Bachelor of Science in Nursing Degree Program

Division: California Northstate University, College of Health Sciences

Supervisor: Department Chair for Nursing/BSN Program Director

Job Classification: 1.0 FTE, Full-time, non-exempt

Salary: \$25-\$29/hr

Location: 2910 Prospect Park Drive, Rancho Cordova, CA 95670

Closing Date: Position open until filled.

California Northstate University College of Health Sciences is a community of faculty, staff, and students dedicated to the mission of transforming education in the health sciences. We are a team-oriented group interested in supporting a student centered and innovative educational environment and seek individuals interested in excelling at their own immediate responsibilities and contributing to the College and University as a whole.

POSITION OVERVIEW:

California Northstate University is seeking applications from qualified candidates for the Operations Support Specialist II (OSS II) – Department of Nursing for our BS in Nursing Program, launched in January 2025. **This position has a primary focus on supporting clinical nursing operations, including the coordination of clinical placements and rotations.**

The primary function of this role is to manage and coordinate clinical placements and rotations for students and faculty at affiliated clinical sites. This includes overseeing students who are currently participating in or preparing for clinical rotations, while maintaining consistent communication with clinical sites, faculty, and the Assistant Program Director/Program Coordinator.

Additional responsibilities include assisting with clinical site acquisition, coordinating schedules, and maintaining accurate records related to clinical placements and compliance requirements.

Position is responsible for Level I competencies and tasks and are also expected to independently perform Level II competencies with minimal supervision.

POSITION COMPETENCIES:

1. Job Knowledge, Task Execution & Technical Competence

The ability to perform assigned duties accurately, efficiently, and consistently while following established policies, procedures, and regulatory requirements. This includes:

- Knowledge of job-specific processes, systems, and tools
- Accuracy and completeness in documentation



- Adhering to departmental and institutional SOPs and standards
- Following compliance requirements (HIPAA, FERPA, HR regulations, general privacy laws)
- Ability to complete routine and technical tasks with increasing independence

2. Operational Coordination, Communication & Workflow Support

The ability to support smooth operations across departments by coordinating tasks, sharing information clearly, and maintaining workflow continuity. This includes:

- Coordinating information and tasks between units
- Providing timely updates, follow-ups, and status communication
- Assisting with handoffs, routing, processing, and preparation of materials or documentation
- Supporting faculty, staff, students, and internal stakeholders through clear and professional communication

3. Quality Assurance, Compliance & Service Standards

The responsibility is to maintain accuracy, ensure compliance, and provide consistent service across all assigned functions. This includes:

- Producing work that meets quality, accuracy, and completeness expectations
- Identifying and correcting errors or inconsistencies
- Maintaining confidentiality and regulatory compliance (FERPA, HIPAA where applicable, HR and institutional policies)
- Providing responsive, professional service to all internal and external stakeholders
- Ensuring documentation and processes meet institutional and regulatory standards

4. Problem Solving, Judgment & Independent Decision-Making

The ability to recognize issues, analyze information, make informed decisions within scope, and escalate appropriately. This includes:

- Identifying problems or gaps in information or workflow
- Resolving routine issues independently
- Applying policies and procedures to determine appropriate actions
- Evaluating information and determining appropriate action
- Escalating issues that require higher-level review or authority

KEY RESPONSIBILITIES INCLUDE THE FOLLOWING BUT NOT LIMITED TO:

- Develop and maintain relationships with new and existing clinical sites. Nurture ongoing relationships with clinical scheduling staff at clinical sites.
- Seek potential new opportunities for student learning.
- Maintain knowledge of current CNU curriculum including compliance requirements to keep clinical partners informed.
- Collaborate with the program director for affiliation agreements.



- Process affiliation agreements and BRN forms for clinical placements.
- Oversee and manage students' clinical experiences, acting as a liaison between faculty, students, and clinical sites.
- Secures and maintains clinical placements for nursing students, negotiates contracts and ensures compliance with clinical partner requirements.
- Develops and manages student clinical schedules, including orientations for faculty and students at clinical sites.
- Works with faculty to implement nursing curriculum, ensuring that clinical experiences align with learning objectives.
- Oversees and manages supplies, equipment, and other resources needed for clinical settings.
- Serve as point of contact for faculty, clinical agencies, and students for scheduling, student issues, clinical requirements, challenges and ongoing feedback.
- Participates in program evaluation, to identify areas for improvement in the clinical curriculum and experiences.
- Ensure clinical settings meet required standards and adhere to policies and procedures.
- Coordinates orientation programs for students and faculty at clinical sites.
- Advocates for students and clinical sites to ensure optimal learning environments.
- Distribute course learning objectives and student schedules to the clinical facilities prior to student attendance at the facility.
- Maintain clinical compliance database for attestations to clinical partners.
- Attend community forums and other events as appropriate as a representative of CNU in the community for collaboration, i.e. SACANE.
- Accept student-facing responsibilities such as class visits, clinical orientations, student appointments, and feedback.
- Assist the students in developing an understanding of values, attitudes, and ideals appropriate to the CNU professional in the nursing profession.
- Participate in faculty meetings as requested, both formally and informally with didactic and clinical faculty members.
- Communicate with Program Director/Assistant Program Director as necessary to resolve issues or concerns in clinical areas.
- Participate in ongoing program evaluation activities as needed.
- Collaborate with the Office of Student Affairs to ensure compliance with health insurance, immunization requirements, and background checks required by clinical partners.
- Complete work in a timely manner, including preparing, documenting, and tracking clinical compliance requirements and clinical assignments.
- Work with the Dean and accreditation team in all aspects of accreditation functions and activities, including collecting, organizing, analyzing, and presenting data to demonstrate compliance with applicable accreditation and regulatory standards, including but not limited to those established by the WASC Senior College and University Commission (WSCUC), California



Bureau for Private Postsecondary Education (BPPE), and California Board of Registered Nursing (BRN).

- Collate student and faculty research activities, publications, grants, and other scholarly activities, as applicable, to demonstrate compliance with accreditation standards related to research and scholarly engagement.
- Other duties as assigned.

QUALIFICATIONS (Minimum)

- Bachelor's degree required.
- Registered Nurse (RN) with a Bachelor's degree in Nursing preferred.
- Self-motivated, challenge-oriented, independent problem solver.
- Ability to apply various interpersonal, written, and verbal communication skills.
- Experience in teaching, coaching or mentoring.
- Knowledge or experience in clinical health care field, preferred.

SKILLS / ABILITIES

- Effectively prioritize and organize multiple tasks to meet established deadlines. Analytical and very detail-oriented. Work well with diverse population.
- Excellent problem-solving and critical thinking skills.
- Ability to create and maintain positive collaborative relationships with clinical partners through phone, email, and in-person communications.
- Ability and willingness to work effectively with a diverse student population.
- Ability to meet timelines and to ask for assistance when necessary.
- Familiarity with standard technology of application skills.
- Excellent written and oral communication and analytical skills.
- Proficient in personal computer applications; word processing, spreadsheet, database management, and email.
- Attention to detail a must.
- Valid California Driver's License, active and up-to-date auto insurance coverage, must own to a reliable personal vehicle for work-related travel. Mileage will be reimbursed.

MENTAL DEMANDS

- Ability to engage in critical thinking and exercise independent judgment.
- Ability to maintain confidentiality and manage confidential information.
- Ability to communicate effectively in written and oral form.
- Ability to take initiative without direct supervision.

**WORKING ENVIRONMENT:**

The employee agrees to promote the vision and mission of California Northstate University as a private institution. The employee shall conduct himself/herself in a manner consistent with the professionalism of nursing. Additionally, the employee may play a formative role in the development of students in a manner consistent with the profession. This may include role modeling and mentoring.

WORKING CONDITIONS:

The employee is regularly in a typical office environment with adequate light and moderate noise levels. No hazardous or significantly unpleasant conditions. Air-conditioned buildings; tile, concrete and carpeted floors; adjustable workstation with ergonomic keyboard provided if necessary. Adequate parking. This position requires travel for clinical practice coordination within the region.

PHYSICAL ACTIVITIES AND REQUIREMENTS OF THIS POSITION:

While performing the duties of this job, the employee is regularly required to talk or hear and frequently required to stand, walk, sit, and use hands to handle files, computers, and phones; reach with hands and arms; stoop, and kneel. Frequent and regular repetitive movements required using the wrists, hands, and/or fingers. The employee will occasionally lift and/or move up to 40 pounds. Specific vision abilities include close vision, distance vision, color vision, peripheral vision, depth perception, and the ability to adjust focus.

The above statements and job description are intended to describe the nature and level of work being performed within this job. They are not intended to be an exhaustive list of all responsibilities, duties, and tasks. Other similar or additional duties are to be performed or assigned. Job descriptions are not intended as and do not create employment contracts. California Northstate University maintains its status as an at-will employer.

HOW TO APPLY

Please follow the instructions below. Applications will be reviewed upon receipt and only completed applications will be reviewed.

For full consideration, candidates must provide the following items in one document:

1. Cover letter of interest addressing qualifications, experience, and career goals.
2. Current Resume.
3. Unofficial transcripts of all college work (official copies will be requested if offered position).
4. Names, email addresses, and telephone numbers of at least three (3) professional references to be contacted by the Search Committee who can speak to a broad range of candidate's qualifications.

***Please submit your cover letter, resume, list of references, and any additional information to hr@cnsu.edu.**



In compliance with federal law, all persons hired will be required to verify identity and eligibility to work in the United States and to complete the required employment eligibility verification form upon hire.

California Northstate University is committed to providing equal employment opportunities to all employees and applicants, regardless of protected characteristics such as race, color, religion, sex, national origin, age, disability, or veteran status

*Due to the high volume of applications, once applied, please refrain from telephone calls, visits, faxes or emails directly. Should you meet the minimum qualifications and are selected for an interview, you will be contacted at that time. We appreciate your interest of employment with California Northstate University!