

**LIBERTY HEALTH
DEPARTMENT OF NURSING
COMPETENCY BASED JOB DESCRIPTION**

TITLE: Nurse Manager
Reports to: Director
Department: Patient Care Services

Employee Name: _____
Effective Date: September 2003
Revised Date: _____
Calendar Year: 2011

Education Requirements: BSN; Masters in Nursing Preferred
Certifications:

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|-----------|--|
| | RATING SCALE: √ the appropriate rating for each item. |
| N | NOVICE - demonstrates a basic understanding of normal and abnormal; identifies risks/benefits and potential implications of clinical situations; requires direct supervision of procedures and needs assistance with problem solving. |
| AB | ADVANCED BEGINNER – demonstrates sound knowledge base and able to identify patterns and relationships; able to incorporate data and begin to develop appropriate plans for patients; shows beginning technical competence although success with procedures may be inconsistent. |
| C | COMPETENT – demonstrates an expanding knowledge base with the ability to apply theoretical content; formulates reasonable plans which can be defended with scientific rationale; able to independently differentiate, prioritize, assess, and plan for common situations; seeks appropriate consultation and assistance for atypical situations; demonstrates mastery of technical skills with sound technique and consistent success. |
| P | PROFICIENT - demonstrates extensive knowledge base with analytical skills to process and integrate new knowledge; applies scientific principles to specific clinical situations and integrates multi-system implications; provides anticipatory surveillance and management of predictable events; demonstrates technical procedures proficiently under stress and/or in unusual circumstances; functions as a member of the team who is organized, focused on salient issues, and aware of personal limitations. |
| E | EXPERT - demonstrates an outstanding knowledge base with extensive knowledge of current research trends; able to constructively critique scientific knowledge and apply as appropriate to his/her own clinical practice; demonstrates technical expertise and performance; able to balance multiple demands and complex situations in a professional manner which facilitates communication and problem resolution |
| O | Not observed or Not applicable |

Note: This tool is based on work of Patricia Benner (1984). From novice to expert: Excellence and power in clinical nursing practice.

Job Summary:

The Nurse Manager has 24 hour responsibility for operations and staffing for their designated unit(s) and will ensure that those under his/her supervision will adhere to the goals and objectives of the department in accordance to its policies and procedures. Assumes direct responsibility for the assurance of quality patient care rendered by the nursing staff. Responsible for maintaining the continuity of patient flow. Provides a safe environment for patients, staff and visitors. Maintains Customer Satisfaction.

DUTIES AND RESPONSIBILITIES:

(Specific tasks and general results expected)

| A. Leadership | N | AB | C | P | E | O |
|---|----------|-----------|----------|----------|----------|----------|
| ◆ Leads by professional example | | | | | | |
| ◆ Demonstrates knowledge and supports departmental and institutional philosophies and policies and procedures | | | | | | |
| ◆ Knowledge of principles and practices of nursing in appropriate specialty | | | | | | |
| ◆ Demonstrates knowledge of nursing administration, counseling techniques and interpersonal skills | | | | | | |
| ◆ Demonstrates oral and written communication skills | | | | | | |
| ◆ Collaborates with the Director in developing long range goals both personal and professional | | | | | | |
| ◆ Demonstrates a foundation of business knowledge for planning, organizing, staffing, leading and measuring performance | | | | | | |
| ◆ Serves as a mentor for nursing employees | | | | | | |
| ◆ Integrates Transcultural concepts into practice. Understands cultures and their specific needs. | | | | | | |
| Total Score: | | | | | | |
| Comments: | | | | | | |

| B. Customer Satisfaction | N | AB | C | P | E | O |
|--|----------|-----------|----------|----------|----------|----------|
| ◆ Develops plans to provide high level of patient, physician and employee satisfaction | | | | | | |
| ◆ Incorporates patient's right into all aspects of job performance | | | | | | |
| ◆ Encourage feedback from patients, families, nursing staff and other hospital staff members regarding perception of the care provided to patients. Utilizes feedback to improve patient care practices | | | | | | |
| ◆ Partners with team members to meet the needs of customers | | | | | | |
| ◆ Demonstrates positive behaviors towards patients, families, physicians and all co-workers | | | | | | |
| ◆ Focuses on outcomes: considers the results desired by customers in the use of service and provides plans for improvement | | | | | | |
| Total Score: | | | | | | |
| Comments: | | | | | | |
| C. Directs the provision of nursing care | N | AB | C | P | E | O |
| ◆ Demonstrates ability to adapt to varied age specific patient populations as defined in specific unit | | | | | | |
| ◆ Responsible for the direction of staff. Supports and empowers staff to embrace the mission and values of the hospital | | | | | | |
| ◆ Develops, implements and evaluates standards of care and professional practice in collaboration with members of the health care team in accordance with institutional policies | | | | | | |
| ◆ Ensures compliance with regulatory licensing and certifying agencies | | | | | | |
| ◆ Demonstrates an ability to manage both clinicians and support staff | | | | | | |
| ◆ Handles disciplinary situations in conjunction with Human Resources | | | | | | |
| ◆ Meets deadlines on special projects and assigned tasks as delegated | | | | | | |
| ◆ Investigates issues and resolves complaints by taking appropriate action and making recommendations for improvement | | | | | | |
| ◆ Facilitates appropriate use of material resources and equipment | | | | | | |
| ◆ Responsible for time and attendance and completion of payroll. Addresses sick time and tardiness in a timely and consistent manner | | | | | | |
| ◆ Completes an annual review of Department Policy and Procedure, JCAHO standards and quality assurance | | | | | | |
| ◆ Consults and advises Director/VP regarding problems related to the operation of the Department | | | | | | |
| ◆ Prepares the necessary management reports to evaluate the operation of the Department and identify trends that affect its performance according to the Department's goals and operational plan | | | | | | |
| ◆ Accountable for all employee matters which include staff selection, management and development | | | | | | |
| ◆ Participates in the budget preparation process and ensures cost effective delivery of services | | | | | | |
| ◆ Responsible for assuring that all staffing schedules are prepared and there is appropriate staff according to utilization needs and regulatory requirement | | | | | | |
| ◆ Remains current on health care legislative action, philosophies of practices, and professional group activities in order to stay abreast of current events to facilitate effective planning/management | | | | | | |
| ◆ Accepts and coordinates special projects as assigned in order to facilitate and meet direction and goals of hospital | | | | | | |
| ◆ Encourages feedback from patients, families, nursing staff and other hospital staff members regarding perception of the care provided to patients. Utilizes feedback to improve patient care services | | | | | | |
| ◆ Maintains the confidentiality, security and integrity of staff/patient information according to hospital policy and procedure | | | | | | |

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|--|--|--|--|--|--|--|----------|-----------|----------|----------|----------|----------|
| Total Score: | | | | | | | | | | | | |
| Comments: | | | | | | | | | | | | |
| D. Develops staff and evaluates performance | | | | | | | N | AB | C | P | E | O |
| ◆ Fosters professional growth and development of the staff by promoting team building and encouragement of effective working relationships | | | | | | | | | | | | |
| ◆ Completes probation and annual performance evaluations and effectively follows up on performance deficiencies | | | | | | | | | | | | |
| ◆ Serves as a resource to the staff in providing opportunities for continued professional and personal growth | | | | | | | | | | | | |
| ◆ Coordinates department-nursing participation in Performance Improvement | | | | | | | | | | | | |
| ◆ Facilitates resolution of conflicts among team members | | | | | | | | | | | | |
| ◆ Plans, organizes and ensures new staff orientation | | | | | | | | | | | | |
| ◆ Promotes and encourages staff to participate in succession planning activities | | | | | | | | | | | | |
| ◆ Promotes and encourages nurses to participate in the clinical ladder program | | | | | | | | | | | | |
| ◆ Promotes shared governance with staff and encourages participation in Unit Practice Council. | | | | | | | | | | | | |
| Total Score: | | | | | | | | | | | | |
| Comments: | | | | | | | | | | | | |
| E. Collaborates with other health disciplines in the provision of care | | | | | | | N | AB | C | P | E | O |
| ◆ Demonstrates willingness to be flexible with unplanned assignments as required | | | | | | | | | | | | |
| ◆ Demonstrates the ability to work with others effectively both inter and intra departmental | | | | | | | | | | | | |
| ◆ Actively participates on nursing committees and in task force activities as assigned | | | | | | | | | | | | |
| ◆ Collaborates with clinical directors/physicians | | | | | | | | | | | | |
| ◆ Maintains strong working relationships with support departments (i.e.: Engineering, MIS, Maintenance, Resource Management, Security) on matters affecting patient care units | | | | | | | | | | | | |
| ◆ Promotes good public relations for the department and hospital | | | | | | | | | | | | |
| ◆ Promotes an environment in which the health care team can work cooperatively | | | | | | | | | | | | |
| Total Score: | | | | | | | | | | | | |
| Comments: | | | | | | | | | | | | |
| F. Improving Organizational Performance | | | | | | | N | AB | C | P | E | O |
| ◆ Coordinates Performance Improvement activities with other departments when appropriate | | | | | | | | | | | | |
| ◆ Provides feedback to staff on Performance Improvement activities | | | | | | | | | | | | |
| ◆ Plans, implements and identifies areas for performance improvement | | | | | | | | | | | | |
| Total Score: | | | | | | | | | | | | |
| Comments: | | | | | | | | | | | | |

| G. Professionalism | N | AB | C | P | E | O |
|---|----------|-----------|----------|----------|----------|----------|
| ◆ Takes responsibility for professional growth through re-certification, continuing education, training and attendance at appropriate conferences | | | | | | |
| ◆ Participates in professional group activities | | | | | | |
| ◆ Identifies own learning and development needs and pursues opportunities to meet these needs | | | | | | |
| ◆ Demonstrates an ability to recognize, set and respond to priorities promptly | | | | | | |
| ◆ Promotes mutual respect and professionalism | | | | | | |
| ◆ Keeps current on new legislation and regulations influencing the standard of nursing practice and patient care | | | | | | |
| ◆ Demonstrates positive behaviors towards patients, families, physicians and all co-workers | | | | | | |
| Total Score: | | | | | | |

Comments:

| H. Environment of Care | N | AB | C | P | E | O |
|---|----------|-----------|----------|----------|----------|----------|
| ◆ Recognizes and responds to safety responsibilities | | | | | | |
| ◆ Assures staff follows guidelines for safety including but not limited to: | | | | | | |
| ○ Infection control guidelines | | | | | | |
| ○ Hazardous materials and proper waster disposal | | | | | | |
| ○ Safe work practices | | | | | | |
| ○ Medications administration | | | | | | |
| ◆ Recognizes unsafe acts or conditions and takes action immediately, continuously monitors unsafe acts or conditions until satisfied that appropriate action has been taken | | | | | | |
| Total Score: | | | | | | |

Comments:

Working Conditions
 An employee may be exposed to a variety of activities and conditions that place him/her at risk to exposure to certain diseases:

- ◆ May be exposed to blood borne pathogens and bodily fluids
- ◆ May be exposed to a variety of electro-mechanical hazards
- ◆ May be exposed to hazards of flammable, and/or explosive gases
- ◆ May be exposed to outside elements (accidents, injuries, illness, death)
- ◆ May be exposed to varying and unpredictable situations
- ◆ May be exposed to occasional pressure due to multiple calls and demands for time

Physical Demands
 Individuals employed with the Nursing Division must be able to meet the physical demands identified below with or without reasonable accommodation:

- ◆ Eyesight – Corrected vision 20/40
- ◆ Hearing – Able to hear normal conversation and diminished sounds
- ◆ Speech – Able to talk clearly
- ◆ Strength – Able to perform required duties
- ◆ Physical Activity: Able to walk, stand, sit, lift, push, pull, carry, stoop, kneel and climb without restriction

**LIBERTY HEALTHCARE SYSTEM
DEPARTMENT OF NURSING**

Goals:

Manager comments:

Employee Comments:

Overall Score:

Novice Advanced Beginner Competent Proficient Expert

Employee Signature: _____ **Date:** _____

Manager Signature: _____ **Date:** _____

Administrative Signature: _____ **Date:** _____