

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

TITLE: Assistant Nurse Manager	Employee Name: _____
Reports to: Nurse Manager	Evaluation Date: _____
Department: Patient Care Services	Effective Date: September 2003
	Calendar Year: 2010

Education Requirements: Graduate of an accredited nursing program. BS/BA Degree
 Certifications: BLS; See specific unit

	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.

Position Summary:

The Assistant Nurse Manager in conjunction with the Nurse Manager is responsible for the overall staffing and functioning of a multi-disciplinary Department of Nursing 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. He / she is a clinical resource person who acts as a role model for staff on the designated area. 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)

	N	AB	C	P	E	O
1. Customer Satisfaction						
◆ Demonstrates acts or strategies that provide a high level of patient, physician or employee satisfaction						
◆ Incorporates patient's right into all aspects of job performance						
◆ Acts outside his/her scope of daily job activities to meet or exceed customer satisfaction						
◆ Enforces behavioral standards in patient care units						
Total Score:						
Comments:						
2. Duties and Responsibilities:						
◆ Demonstrates ability to adapt to varied age specific patient populations as defined in specific unit						
◆ Serves as a clinical resource and assures accurate and ongoing assessment of physical and psychosocial problems of the patients within their unit						
◆ Demonstrates expertise when approached by staff to help evaluate and modify the plan of care for patient if indicated by their response to treatment						

4. Planning / Executions / Performance Evaluation <ul style="list-style-type: none"> ◆ Meets annual goals/targets for the unit and personal professional goals ◆ Identifies areas for improvement and collaborates with staff management in development of action plan ◆ His / her contribution supports mission and vision of department and institution and recognizes his / her contributions ◆ Assist the manager in planning performance improvement activities; collects data and evaluates outcomes and reports back to nurse manager 	N	AB	C	P	E	O
Total Score:						
Comments:						
F. Participates in overall planning <ul style="list-style-type: none"> ◆ Serves on committees as designated by the Nurse Manager/Director ◆ Ensures the department care is based on philosophical and ethical concepts, such as reverence for life and for the inherent dignity, worth, autonomy and individuality of each human being 	N	AB	C	P	E	O
Total Score:						
Comments:						
G. Professionalism <ul style="list-style-type: none"> ◆ Treats each staff member objectively and without favoritism ◆ Exercises tact, sensitivity, sound judgment and professional attitude when relating to patients, visitors, and employees ◆ Demonstrates assertiveness in promoting rights and welfare of others ◆ Maintains all mandatory and preferred certifications as defined by department ◆ Attends educational seminars or workshops pertaining to relevant areas of clinical skill and development 	N	AB	C	P	E	O
Total Score:						
Comments:						
A. Leadership <ul style="list-style-type: none"> ◆ Demonstrates the ability to function as a leader in setting, promoting and delivering high quality care within the framework of the Department ◆ Demonstrates knowledge and supports departmental and institutional philosophies and policies and procedures ◆ Demonstrates assertiveness and creativity in planning and implementing new approaches to meet the changing needs of the department ◆ Demonstrates the ability to independently problem solve based on autonomy authority, and expertise ◆ Collaborates with the Nurse Manager in developing long range goals both personal and professional 	N	AB	C	P	E	O

Leadership – cont'd	N	AB	C	P	E	O
◆ Demonstrates objectively in interacting with other departments in the hospital						
◆ Acts as a liaison between patients, family, physicians, staff and pre-hospital personnel						
◆ Conducts in staff meetings and party in departmental committees in collaboration with nurse manager						
◆ Demonstrate active participation in quality improvement and risk management						
◆ Seeks assistance from Nurse Manager as necessary						
◆ Assure all customer complaints are addressed directly with the involved person and use appropriate persons as needed to solve the problem						
◆ Serves as a mentor for patient care employees						
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: <ul style="list-style-type: none"> ○ 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						
<ul style="list-style-type: none"> ◆ 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						
<ul style="list-style-type: none"> ◆ 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:** _____