

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

TITLE: Director of Nursing **Employee Name:** _____
Reports to: Sr. Vice President - PCS **Effective Date:** September 2003
Department: Patient Care Services/Nursing **Revised Date:** _____
Calendar Year: 2011

Education Requirements: Masters Degree in Nursing or Health Care/ Administration/ Management
 Minimum of 3 years current progressive management experience.
 Valid NJ Nursing License

Certifications: None

RATING SCALE: √ the appropriate rating for each item	
Unsatisfactory:	Performance consistently does not meet the expected level of performance of the job standard. The employee is unable to perform the standard without substantial and consistent assistance and close monitoring. At this level, verbal counseling has often taken place regarding job performance.
Below Standard:	Performance frequently does not meet the expected level of performance of the job standard. The employee needs additional assistance and frequent monitoring.
Meets Standard:	Performance consistently meets the expected level of performance of the job standard. Employees at this level have a complete understanding of all aspects of the job and can execute the standard as expected. Employees require normal monitoring
Exceeds Standard:	Performance frequently exceeds the expected level of performance of the job standard. All aspects of the job are fully understood and executed. The employee occasionally takes the larger or more difficult assignments, completes the assignment and assists others or performs extra tasks.
Outstanding:	Performance consistently exceeds the expected level of performance of the job standard. All aspects of the job are fully understood and executed. The employee routinely takes the larger or more difficult assignments, completes the assignment and assists other or performs extra tasks.

Note: all ratings of "Unsatisfactory," "Below Standard," "Exceeds Standard," and "Outstanding" must be documented with a behaviors in the comments section. Please indicate overall score for each category. Overall rating of unsatisfactory or below standard may require counseling, remediation and / or work improvement plan.

Job Summary

The Director of Patient Care Service is a professional nurse and a competent nursing practitioner. He/she is responsible for the planning, organizing, coordination and evaluation of the day-to-day activities for clinical units in collaboration with the Sr. Vice Present of Patient Care Services. He/she is directly responsible to the Vice President of Patient Care Services/CNO.

Performance Standards:

1. Customer Satisfaction – performs at best. Acts in the best interest of customers and the community. Is committed to improve service continuously	NA	U	BS	MS	ES	O
◆ Looks out for customers who appear lost and offers assistance and intervenes to offset adverse impact						
◆ Lets visitors and patients have first priority when waiting or riding in elevator						
◆ Maintains confidentiality of all written and electronic information						
◆ Knocks and waits for a response before entering a patient room. Announces self and waits for response						
◆ Keeps voice low and refrains from social conversations in any customer area						
◆ Introduces self to customers with appropriate greeting, smile and good eye contact						
◆ Wears I.D. in such a way; that customers can easily read it, 100% of the time						
◆ When customers ask for assistance – respond pleasantly						
◆ Strives to answer the telephone in a timely manner						
◆ Keeps patients, visitors and physicians informed of potential and actual wait time						
◆ Responds to call lights/patient requests within 1 minute/responds within an agreed upon time						
◆ Respects the rights, property, and privacy of others						
◆ Complies with dress code policy						

Total Score:

Comments:

2. Teamwork – Works together with team members. Takes pride and shares in everyone’s accomplishments	NA	U	BS	MS	ES	O
<ul style="list-style-type: none"> ◆ Does part to be flexible and committed to department/unit team and other co-workers ◆ Never disagrees or places blame on co-workers in front of any customers ◆ Assists co-workers without being asked ◆ Positive work approach – adds to overall departmental morale ◆ Does not have excessive absence and / or tardiness ◆ Prepared to receive assignment at start of shift ◆ Participates in unit orientation programs by providing guidance and support to new employees 						
Total Score:						
Comments:						
3. Duties and Responsibilities	NA	U	BS	MS	ES	O
<ul style="list-style-type: none"> ◆ Demonstrates the ability to assess, plan, implement and evaluate continuum of care. ◆ Coordinates divisional operations for nursing units ◆ Promotes the institutional/departmental philosophy, goals and activities and assists in the development of philosophy, goals and standards of nursing practice within the division. ◆ Utilizes necessary methods and techniques for evaluating the effectiveness of patient care. ◆ Reviews and identifies staffing needs and recommend staffing pattern required for appropriateness based on patient classification. ◆ Assists in developing, implementing, and controlling nurse budgets ◆ Participates in development of long term and capital budgets ◆ Assists the Nurse Manager in developing an effective work schedule relating to time schedules, personal days, vacation, etc ◆ Evaluates and recommends changes in supplies and equipment to facilitate improvement in patient care ◆ Maintains close working relationship with Nurse Manager, physician and other multidisciplinary staff to assist in coordinating of patient services ◆ Assists in the development and interpretation of policies and procedures to nursing personnel. ◆ Plans for system changes to meet current trends, insures delivery systems meets patient care needs. ◆ Directs and supervises the activities of all nursing staff. ◆ Assists in the continuous appraisal and upgrading of nursing practice through job performance evaluation, education programs and ongoing monitoring ◆ Identifies and solves problems concerning patient care with the Nurse Manager and Clinical Nurse Specialist ◆ Leads administrative rounds, and evaluates outcome ◆ Is knowledgeable and able to use managerial concepts through leadership ◆ Sets realistic goals, evaluates them in an ongoing manner and modifies according to priorities. ◆ Utilizes the problem solving approach in reaching solutions to problems in nursing care, staff performance, inter-group relations ◆ Evaluates the accuracy of relevance of documentation of patient condition and therapeutic intervention on medical records. 						
<ul style="list-style-type: none"> ◆ Demonstrates skills in assisting the nursing team as well as the interdisciplinary team into effective working groups 						
<ul style="list-style-type: none"> ◆ Monitors and evaluates nursing rounds to assess the effectiveness of patient care 						
<ul style="list-style-type: none"> ◆ Assists in the implementation of an ongoing education programs for staff to improve nursing skills 						

◆ Identifies and corrects disciplinary problems including but not limited to nursing practice problems, substance abuse, lateness, sick time abuse						
◆ Recommends in coordination with Nurse Manager actions as to hiring, transfer, promotion, performance appraisal, training safety, discipline, discharges and other personnel actions.						
◆ Acts as a liaison to other departments and the medical staff to facilitate information sharing, collaborative problem solving and adequate provision of support service.						
◆ Participates in a minimum of 4 committees						
◆ Directs clinical practice within division or shift						
◆ Obtains necessary data on significant patient care problems and reports finding with corrective action taken to the Vice President of Patient Care Services						
◆ Provides consultation in nursing personnel in meeting the needs of patients and families						
◆ Assists and directs others in the establishment of a safe, clean and therapeutic environment for patients and families						
◆ Demonstrate knowledge of current principles in nursing practice as well as related disciplines						
◆ Supervises Nurse Managers and evaluates their performance in carrying out responsibilities in the management of nursing care, periodically inspects units to ensure quality nursing care						
◆ Evaluates accuracy and relevance of documentation of patient's condition and the therapeutic interventions on medical records						
◆ Maintains an effective reporting system to ensure continuity of information for Assistant Directors of Nursing, Nurse Managers and Clinical Nurse Specialists						
◆ Participates in Hospital Quality Improvement Activities						
◆ Demonstrates the knowledge and skill necessary to assess and provide care appropriate to the age of the patients on the unit within the job category						
Total Score:						
Comments:						
4. Initiative	NA	U	BS	MS	ES	O
◆ Exercises judgment to be creative, proactive, take initiative, accept responsibility and deliver results						
◆ Demonstrates good utilization of time						
◆ Problem solves within job scope limitations						
Total Score:						
Comments:						
5. Adaptability	NA	U	BS	MS	ES	O
◆ Reacts positively to change						
◆ Handles stressful situations effectively						
Total Score:						
Comments:						
6. Professional Development / Competence	NA	U	BS	MS	ES	O
◆ The Nurse maintains standards for professional nursing practice in the clinical setting as defined by the American Association, NJ Board of Nursing and relevant national organizations						

<ul style="list-style-type: none"> ◆ Completes required department and system wide competencies ◆ Attends educational seminars, workshops and staff meetings pertaining to relevant areas. ◆ Actively participates in unit bases / hospital Performance Improvement (PI) projects ◆ Exercises tact sensitivity, sound judgment and professional attitude when relating to patients/visitors and employees. 						

Total Score:						
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Comments:

7. Communication <ul style="list-style-type: none"> ◆ Adheres to the current HIPAA regulation concerning patient confidentiality. Provides for patient privacy; safeguards the privacy of patients medical information ◆ Documentation is legible, complete, accurate and in accordance with P&P ◆ Reports and documents potential adverse occurrences and communicates same to manager ◆ Communicates promptly with physicians and mid-level providers regarding patient conditions and responses to treatments ◆ Contributes to an environment that is conducive to clinical education of new employees. ◆ Communicates all pertinent patient information to oncoming shifts 	NA	U	BS	MS	ES	O

Total Score:						
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Comments:

8. Safety <ul style="list-style-type: none"> ◆ Practices safety by observing established hospital policies and procedures; assures the safety and security of patients and staff at all times ◆ Demonstrates the safe use of equipment. Reports any equipment malfunctions or environmental hazards promptly and arranges for repair or correction ◆ Follows hospital guidelines for medication safety and accountability ◆ Transcribes and countersigns physicians orders accurately and in a timely manner 	NA	U	BS	MS	ES	O

Total Score:						
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Comments:

9. Leadership <ul style="list-style-type: none"> ◆ Provides directions and supervision to other health care members to ensure proper implementation of plan of care 	NA	U	BS	MS	ES	O

Total Score:						
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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:
 Unsatisfactory Below Standard Meets Standard Exceeds Standards Outstanding

Employee Signature: _____ **Date:** _____

Manager Signature: _____ **Date:** _____

Administrative Signature: _____ **Date:** _____