

JOB DESCRIPTION

This job description is a summary of the typical job duties and requirements that are essential to the evaluation of the job and is not intended to be complete in detail. On occasion, individuals classified on this job may be required to perform functions of a higher or lower skill level not included in this job description.

Job Title: Nurse Manager		Date: September, 2007 revised December 2009	
Cost Center #: Various	Cost Center Name: Various	Reports to (first level): Assistant Hospital Director for Patient Care Services	2nd level of Supervision: Director of the Medical Center

1. JOB SUMMARY & SCOPE:

The Nurse Manager is responsible and accountable for a given patient care unit 24 hours a day. Responsibilities include planning, implementing, supervising and evaluating the delivery of patient centered care within established institution's policies, procedures, guidelines, and standards of professional nursing practice. Rounds three times a day on all patients of her/his unit and performs interventions as needed for the patients and families. Coordinates the care needed for a patient with different disciplines. Replaces nurses when sick leave arises. This is done through management of human, financial and other resources; professional development of oneself and subordinates; involvement in strategic planning and fostering interdisciplinary and collaborative relationships. He/She is a member of Alumni of his/her University and a member of a specialty organization related to his/her field of practice. Participates in planning activities to promote Magnet in the Nursing Services. Enforces Joint Commission International (JCI) requirements, including but not limited to International Patient Safety Goals, national and international standards. Promotes a work environment that supports and facilitates ethical practice, in accordance with the ANA Code of Ethics and the Lebanese Order of Nurses Code of Ethics. Practices within the ANA Bill of Rights.

Supports the mission and vision of the American University of Beirut Medical Center (AUBMC) and the Nursing Services Department.

2. MAJOR FUNCTIONS PERFORMED/PERFORMANCE STANDARDS:

- 2.1. Manage patient care within the framework of Patient Centered Care (PCC):
 - 2.1.1. Assist nursing staff in the development of clinical decision making and problem solving skills through case consultation, clinical demonstration, case review, bedside rounds, etc.
 - 2.1.2. Act as a role model in the application of standards and philosophy of nursing practice.
 - 2.1.3. Ensure that nursing practice includes physical, psychological, social, and cultural dimensions utilizing the nursing process with consideration to developmental and maturational needs of patients.
 - 2.1.4. Assume responsibility for infection control, safety and comfort of patients.
 - 2.1.5. Provide input in formulating patient care policies and procedures.
 - 2.1.6. Oversee collaboration with multidisciplinary health care team and coordination of medical and nursing management of patient care.
 - 2.1.7. Evaluate all nursing activities related to patient care.
 - 2.1.8. Evaluate the integration of the nursing process: identification of patient problem(s), implementation of plan of care and evaluation of patient progress toward desired outcomes(s).
 - 2.1.9. Provide direction and guidance in the delivery of patient care, incorporating outcomes & research evidence to guide practice.

- 2.1.10. Promote, oversee and monitor unit patient /family education processes.
- 2.1.11. Monitor compliance for accurate reporting and documentation of all patient care.
- 2.1.12. Promote PCC dimensions and follow-up with subordinates to make sure they implement them in their daily activities.
- 2.1.13. Demonstrate responsibility for meeting JCI mandatory education, e.g., fire, safety, infection control and others.

2.2. Provide operational management for assigned unit:

- 2.2.1. Plan, organize and manage daily operations of assigned unit within approved budget.
- 2.2.2. Collaborate across disciplines to facilitate patient care and operations.
- 2.2.3. Ensure appropriate staffing:
 - 2.2.3.1. Assign staff to patients daily according to acuity level.
 - 2.2.3.2. Plan and update staffing weekly according to nursing hours.
 - 2.2.3.3. Maintain required staffing patterns, meeting continuity of care and acuity level on a 24-hour basis.
 - 2.2.3.4. Ensure proper skill mix.
 - 2.2.3.5. Control overtime.
 - 2.2.3.6. Plan for use of labor (vacation plans) by projecting needs over the calendar year.
- 2.2.4. Ensure availability and maintenance of supplies and equipment to meet patient care needs.
- 2.2.5. Plan for use of material resources by projecting needs over the calendar year.
- 2.2.6. Submit monthly and annual reports on a timely basis.
- 2.2.7. Assist with developing priorities, goals, and action plans.
- 2.2.8. Build and initiate Balanced Score Card.
- 2.2.9. Serve as a resource person to subordinates in issues related to operating the unit on a 24-hour basis.
- 2.2.10. Participate in performance improvement activities and ensure that quality services are provided.
- 2.2.11. Review workflow processes pertinent to own work unit and implement changes as appropriate to evolving conditions and technologies.

2.3. Manage the unit administrative responsibilities:

- 2.3.1. Enforce attendance policies.
- 2.3.2. Implement sick leave policies.
- 2.3.3. Manage vacation scheduling.
- 2.3.4. Oversee new employee orientation as well as the preceptorship and mentorship programs to maximize efficient outcome.
- 2.3.5. Develop, review, disseminate, and implement of AUBMC policies and procedures.
- 2.3.6. Explain personnel policies to employees and ensure adherence to policies.
- 2.3.7. Maintain required (patient or none patient related) records, data, reports, and statistics for administrative purposes.
- 2.3.8. Support the administrative structure of the unit and department.
- 2.3.9. Communicate using established organizational channels.

2.4. Manage the Unit Staff Development Activities:

- 2.4.1. Ensure establishment of responsibilities and identification of priorities and performance standards.
- 2.4.2. Allocate and delegate tasks effectively.
- 2.4.3. Communicate individual goals clearly.
- 2.4.4. Encourage and assist staff to deal appropriately with conflict.
- 2.4.5. Conduct and contribute to staff meetings.

- 2.4.6. Support the Human Resources activities of the department in regards to: training, professional development, mentoring, counseling.
- 2.4.7. Perform evaluations of nursing staff. Monitor and evaluate nursing personnel in accordance with established evaluation criteria, personnel policies.
- 2.4.8. Provide constructive feedback and support to subordinates to assist them improving their performance.
- 2.4.9. Invest in the development of the staff nurses on assigned unit, by providing support, feedback. Encourage critical thinking and evidence based nursing practice.
- 2.4.10. Implement specific disciplinary activities and carry out corrective measure, as well as submitting complete investigative reports as delegated.
- 2.4.11. Recommend staff deserving recognition and reward for motivation and exceptional performance.

2.5. Manage the Unit Staff Management Activities:

- 2.5.1. Support the creation of an environment fostering creativity and professional judgment, promote staff growth and initiative, nurture high morale, and meets employee's goals and objectives.
- 2.5.2. Conduct ongoing assessment of staff educational needs and establish in-service/development programs to meet these needs.
- 2.5.3. Coordinate the development, implementation and expansion of learning opportunities/skills development for all the unit staff.
- 2.5.4. Monitor and assess staff knowledge of emergency care.
- 2.5.5. Facilitate opportunities for nursing staff to improve and /or expand clinical knowledge and skills.
- 2.5.6. Identify needs and implement staff education activities for use of new equipment and /or technologies.
- 2.5.7. Assess and monitor staff competency.
- 2.5.8. Coordinate competency – based validation of nursing staff for unit specific procedures.
- 2.5.9. Collaborate with the Staff Development Office towards development and coaching of subordinates in order to accomplish unit goals and objectives.

3. PRINCIPAL WORKING RELATIONSHIPS:

- 3.1. Regular contacts with work associates, hospital, medical staff, and patients.
- 3.2. Frequent contact with visitors and patients' relatives during visiting hours.

4. INDEPENDENCE OF OPERATION:

- 4.1. Report to Assistant Hospital Director for Patient care.
- 4.2. Work according to established standards of care and practice.
- 4.3. Adhere to all regulatory policies and procedures of AUBMC and the Nursing Department.

5. CONSEQUENCES OF ACTIONS OR DECISIONS:

Promotion of Nursing Department objectives (patient centered care, quality improvement, patient satisfaction, Professional Practice model, service excellence, staff competence, etc).

6. RESPONSIBILITY FOR SAFETY OF OTHERS:

- 6.1. Follow and document all safety practices.
- 6.2. Maintain a safe working environment for self and others.
- 6.3. Maintain a safe environment for patients.

7. SUPERVISORY RESPONSIBILITY:

Functional and administrative supervision is exercised over Assistant NM, Staff Nurses, Practical Nurses, Auxiliary Staff, Floor Clerks and other support staff on the nursing unit.

8. PHYSICAL EFFORT:

- 8.1. Require considerable standing, walking, sitting, and squatting.
- 8.2. Handling equipment supplies (medical) and machines.
- 8.3. Reaching for lifting, pushing, pulling and carrying light to medium weight materials.
- 8.4. Lifting and moving patients of various weights.

9. WORKING CONDITIONS:

- 9.1. Require exposure to communicable diseases, bodily fluid, toxic substances, medicinal preparations, radiations and other conditions common to a hospital environment.
- 9.2. Require ability to work under pressure.
- 9.3. Require ability to respond to absentee replacement on short notice.
- 9.4. Require ability to replace the Nurse Shift Administrators on weekends.

10. MINIMUM JOB REQUIREMENTS:**Education:**

Minimum Education: BSN.

Preferred Education: MSN or related.

Field of Expertise: Nursing care.

Requirements (AUBMC):

Nursing Colloquium.

Nursing License from the Ministry of Public Health.

Registered in the Order of Nurses in Lebanon.

Experience:

Minimum Experience: 5 years of experience as staff nurse.

Preferred Experience: 1-2 years experience as an Assistant NM.

Knowledge: Nursing Administration and clinical experience.

Training:

Minimum of 20 hours of training per year.

Learning and growth:

1. Annual general mandatory.
2. Complete unit specific mandatory exams (if the NM relieves staff nurses).
3. Complete annual competencies as needed.
4. BLS.
5. ACLS to critical care NM.
6. PALS to pediatric critical care NM.
7. Fire Safety.
8. Participate in peer review process according to departmental processes.
9. Education advancement, career planning, and continuing education as required by specialty.
10. Preferable membership and involvement in an appropriate professional association that facilitates networking and professional development.
11. Achieve certification in an appropriate field/specialty.
12. Preferable membership in hospital and nursing councils and task forces in the context of Shared

Governance.

13. Initiate PI projects and contribute to research studies.

14. Preferable contribution to voluntary community work activities to promote, maintain and restore health and prevent diseases.

Competencies: Knowledge, Skills, Abilities, Personal Traits:

- 1- Supervisory abilities.
- 2- Good Organizational skills.
- 3- Good interpersonal and communication skills.
- 4- Pro activity.
- 5- Good computer skills (mainly Microsoft Office).

Tools/Equipment used:

Medical equipments (defibrillator, IV pumps, ECG machines, etc).
PC, printer, multimedia educational resources.

Protective Equipment/Clothes:

As per AUBMC dress code.

Languages:

Minimum Languages: English and Arabic.

Preferred Languages: French is an asset.

Compiled By:

Approved by (Dep Hd, Chairman):

Date:

Date:

Hospital Director's Approval:

Date:

HR Director's Authorization:

Date:

Supersedes Description:	Job Code:
Title:	Job Grade:
Grade:	Date:
Date:	