

F.F. THOMPSON HEALTH SYSTEM, INC.

JOB DESCRIPTION AND CRITERIA - PERFORMANCE BASED STANDARDS

JOB TITLE: Charge Nurse, Medical- Surgical Unit
DEPARTMENT: Department of Nursing
REPORTS TO: Unit Director
ORIGINATOR: Donna Fulmer

JOB GRADE: N16
JOB CLASS: Non Exempt
APPROVAL:
DATE: 03/09
REVISED: 2013

MAIN FUNCTION

Assist the Nurse Manager in all phases of unit activities surrounding management of clinical nursing practice and patient care delivery. The majority of the Charge Nurses time is spent in supervisory work. He/She is responsible for assigning duties appropriately to associates. He/She is to serve as a role model for professional nursing and ancillary staff, sharing the responsibility of patient outcomes. Coordinates resources to meet and exceed the needs and expectations of our customers. Provides leadership and support to the nursing staff by demonstrating the ability to do the following: fosters collegial interdisciplinary and physician relationships utilizing excellent communication skills; serves as a clinical resource and mentor; provides coordination of unit activity and patient throughput; provides feedback in the evaluation of staff performance; facilitates unit activity to assure excellence in clinical outcomes and quality measures. Actively supports the philosophy, vision, mission, goals and objectives of the Department of Nursing and the Health System. Responsible for management of human resources; fostering interdisciplinary, collaborative relationships within the department and institution as a whole.

Required Job Specific Competencies:

- Demonstrates excellent communication and organizational skills.
- Able to prioritize events to assure patient safety and customer satisfaction.
- Evidence of strong clinical expertise to assist others in assessing critical patients and assuring proper management.
- Demonstrates the ability to deliver and assure safe patient care utilizing the nursing process.
- Demonstrates the CARES values at all times.

Qualifications:

- NYS license as a registered nurse.
- Current BLS certification. 3 W and 2 W, ACLS certification preferable or completed within one year, 3E PALS certification preferable or completed within a one year
- 2 W and 3 W Telemetry Credentialed
- PAS level III or IV optional

Education:

- A graduate of an approved school of nursing or having met requirements by the NYS Education Department, is eligible for licensure, or currently holds a NYS license as a registered nurse.
- BSN preferred or actively pursuing a BSN or willingness to complete within defined time frame (3-4 years)
- National certification preferred or a willingness to complete within a defined timeframe.

Experience:

- Minimum of three to five years recent medical-surgical nursing experience required.
- Evidence of previous leadership experience preferred.
- Must possess a basic knowledge and skills in:
 - Leadership
 - Change management
 - Resource management
 - Effective oral and written communication

Complexity of Duties:

*** Denotes essential job functions per Americans with Disabilities Act regulations.

- Able to work collaboratively with all members of the health care team and manage a stressful environment with composure and professionalism.
- Able to work independently and use own judgment in daily management of the unit.
- The characteristics of the job require interpersonal skills that reflect:
 - The ability to deal effectively with a wide range of customers.
 - A professional attitude that supports nursing services and hospital administration and reflects a positive working relationship with staff, physicians, and other departments.
 - An adaptable approach to a frequently changing environment on the unit, in the hospital, and in the health care field.
 - The ability to manage in a creative, organized, self-directed, and goal-oriented manner.

Supervisory Responsibility/Supervision Received:

- Directly reports to the Unit Director.
- Responsible for the clinical, and personnel management of the unit on a daily basis. Leads the unit in a goal-directed manner, which is congruent with the Nursing Department and hospital goals and philosophies.

Organizational Impact:

- Improve retention of staff nurses through increased mentoring opportunities.
- Improve clinical quality outcomes.
- Assure compliance with the National Patient Safety Goals.
- Enhance customer and medical staff satisfaction by improving communication and collaboration.

Working Conditions/Hazards/Equipment & Machinery Used:

- Stands and walks for long periods of time. Must be able to lift, push and pull heavy weights during patient care. Works in well lighted, well ventilated areas. May be subject to temperature variables. Frequently exposed to disagreeable odors, sights, sounds, body wastes, blood etc. Exposed to emotional stresses associated with the care of the ill and dying. May be exposed to infectious diseases, muscle strain or injury from patients that may fight, kick, bite, scratch etc

Key Responsibilities/Job Specific

Responsibilities/Standards	% Time
<p>Nursing Practice:</p> <p>Serves as a role model to the nursing staff by adhering to the standards of care established by the Department of Nursing, assuring that the nursing staff under his/her direction always provide care in that approved manner.</p> <ul style="list-style-type: none"> * a. Assesses patient needs daily through direct observation and/or conference with staff nurses. Assures that all patient care issues are addressed directly or by delegating to appropriate staff members. * b. Oversees the development, implementation, evaluation and revision of nursing care plans, assuring that all components are included and that the plan is revised as appropriate for each patient. * c. Establishes self as a focal point (resource, responsible person) for patient and family care issues. Readily available to patients, families, doctors and nursing staff to address concerns or follow through on patient care issues. d. Oversees patient care standards specific to the specialty care provided by own nursing 	40%

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<p>unit.</p> <p>* e. Demonstrates age-specific competencies in the care of patients designated to that unit: Neonate, School-Age Child, Infant, Adolescent, Toddler, Adult, Pre-School and Geriatric</p> <p>The Charge Nurse builds an environment that facilitates communication. He/She shows personal ability when utilizing written and verbal communication; oversees all forms of unit and interdepartmental communication to assure that policies and procedures are followed that meet the Department of Nursing standards for patient information generation and maintenance.</p> <p>* a. Assures that patient care and status information is relayed in a consistent fashion at set periods between shifts and during episodes of patient condition change.</p> <p>b. Assures that patient care, assessments, teaching, discharge plan and patient care plans are documented according to policy and procedure.</p> <p>c. Oversees accurate and timely transcription of physician/ provider orders and communicates to the appropriate person or department.</p> <p>* d. Establishes a collaborative relationship with the medical staff to assure that a coordinated plan of care is developed and followed through for each patient.</p>	
<p>Organizational Climate:</p> <p>* a. Develops and maintains positive and reciprocal communication within the department and the System. This may be accomplished by, but not limited to, individual meetings with Associates, monthly staff meetings, dissemination of memos/information.</p> <p>b. Identifies opportunities and takes action to resolve issues/strive for excellence. This may be accomplished by JDIs and DIGs within the department and among System team members. Fosters a positive relationship among team members and System.</p>	5%
<p>People Growth:</p> <p>* a. Assists the Practice Council Representative in the development of annual competencies and monitors a People Growth program for the unit including but not limited to orientation, skills competency credentialing and internal and external training needs. Coordinates the training and education plan with the Department of Education and Training.</p> <p>b. Encourages and motivates team participation, work redesign and cross utilization of Associates through assignments skills.</p> <p>* c. Goals are developed collaboratively with Associates and reviewed at regular intervals with final review at annual performance appraisal. Conducts peer reviews and annual performance appraisals under the direction of the Nurse Manager.</p> <p>d. Pursues own personal/professional growth through community involvement, professional memberships, reading and attendance at seminars.</p> <p>* e. Effectively manages human resources employing leadership style conducive to enhancing a positive work environment, goal achievement and individual and team growth.</p> <p>* f. As the Charge Nurse, he/she manages the nursing staff assigned to his/her department. He/She will actively be involved in staff selection, orientation, discipline, advisement</p>	20%

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<p>for professional growth and evaluation of their development as well as delegation of duties and coordination of their work efforts. Coordinates orientation plan and schedule for new staff.</p> <p>* g. Assists in identifying educational needs of Health Team. Provides necessary education to meet those needs.</p> <p>h. Directs/Supports growth of unit teams: Work Life, Quality, Education, Professional Practice, and Clinical Practice and Research</p>	
<p>Customer Satisfaction:</p> <p>* a. With the Nurse Manager, proactively and creatively assesses Customers (e.g. In-house Customer Evaluation, Customer Focus Groups, etc.) to ensure that services are high quality, cost effective and meet the needs to our Customers.</p> <p>* b. Ensures immediate follow-up to Customer's complaints and/or suggestions for improvement within Quality Improvement-approved procedures.</p>	10%
<p>Innovation:</p> <p>a. Assists with innovative changes in the delivery of clinical care, documenting such activities.</p> <p>* b. Demonstrates responsiveness and flexibility to the dynamic health care environment within scope of accountability.</p>	5%
<p>Quality:</p> <p>* a. Provides input for operations plan with direct input from and involvement of department associates, and quality performance studies.</p> <p>b. Assists with development and maintenance of policies and protocols using JCAHO, DOH regulatory standards and specific practice guidelines as minimum standards. Actively supports development, evaluation and revision of standards of care/clinical pathways, case management.</p> <p>c. Demonstrates commitment to Continuous Quality Improvement by encouraging and supporting active participation by Department Associates in DIGs and JDIs, membership in AQC and SAC and using Continuous Quality Improvement tools to address problems.</p> <p>d. Assists with data collection for quality improvement monitors including but not limited to NDNQI.</p>	20%
<p>This job description is not all inclusive and other duties may arise as the needs of the hospital's medical-surgical units change.</p>	

◆ Denotes Essential Job Functions (Americans with Disabilities Act)

Discussed with Associate:

Associate Signature

Department Leader Signature

Date

Date

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