Nurse Manager, Emergency Department/ Trauma Coordinator

Position Title: ED/Trauma Nurse Manager
Exemption Status: Exempt

Job Classification: Job Code:

Department: Nursing- Emergency Department

Reports to: Chief Nursing Officer

Last Update: July 6, 2016

Job Summary
Primary responsibilities include providing administrative oversight and direction for the Emergency Department and Trauma Services at Roosevelt General Hospital. This director will provide accountability for planning, directing, leading and evaluating nursing care within this department. Responsibilities include participation as the Trauma Coordinator; this is a fundamental aspect of this position and key to the success of this organization’s trauma program development, implementation and evaluation.

Essential Functions
- Promotes the mission, vision, and values of the organization
- Oversees the daily workflow, staffing, orientation, training and developing of employees within the department
- Act as the hospital liaison with all pre-hospital emergency medical services and area Trauma referral centers
- As the trauma coordinator, organize services and systems necessary for the multidisciplinary approach throughout the continuum of trauma care; assume responsibility for the clinical and financial performance of the Trauma Program
- Responsible for the ongoing quality/performance improvement processes related to trauma care
- Facilitates Trauma Committee meetings, ED staff meetings and participates on other committees, task forces as assigned
- Promote and support a collaborative team approach in providing care for all ED and trauma patients
- Approach others in a tactful manner and treat others with respect and consideration
- Required to work as a staff nurse at least one shift a week, or more, as needed to ensure staffing coverage of department
- Follow through on commitments; accepts responsibility for personal actions; and adapt to change
- Promote and support a collaborative team approach in providing care for all patients
- Support and interpret policies, procedures, philosophy and objectives of the hospital
- Facilitates staff analysis and improvement plans for ED employee satisfaction workgroup
- Monitors customer satisfaction scores and implements plans to improve them
- Monitor patient volumes, quality of care, and performance of staff to identify areas for improvement
- Maintains a departmental dashboard that includes information and progress on each pillar (People, Service, Quality, Finance and Leadership)
- Responsible for investigating patient, physician and staff complaints and concerns (QDC) and works to resolve them
- Complete annual performance evaluation for self and employees and implement plans of correction when needed
- Develops and administers a budget; leads cost efficient and effective operations, creates plan of correction for any operating expenses that deviate more than 5% from budget
- Use problem-solving and conflict resolution skills to foster effective work relationships with team members
- Maintain required competencies for self and all employees within the department
• Pursue professional growth and participates in a professional organization

**Non-Essential Functions**
• Perform other duties as assigned

**Professional Requirements**
• Adhere to dress code, appearance is neat and clean.
• Complete annual education requirements.
• Maintain patient confidentiality at all times.
• Report to work on time and as scheduled.
• Wear identification while on duty.
• Maintain regulatory requirements, including all state, federal and local regulations.
• Represent the organization in a positive and professional manner at all times.
• Comply with all organizational policies and standards regarding ethical business practices.
• Participate in performance improvement and continuous quality improvement activities.
• Attend regular staff meetings and in-services.

**Qualifications**
• Must be a Registered Nurse
• Bachelor’s Degree in Nursing (BSN) required or must be enrolled in a program to be completed within one year
• Two to three years of management and/or supervisory experience preferred
• Basic Life Support (BLS) certification
• Advanced Cardiac Life Support (ACLS) certification
• Pediatric Advanced Life Support (PALS) certification
• Trauma Nursing Core Course (TNCC) certification
• Emergency room experience in a similar size hospital preferred

**Knowledge, Skills, and Abilities**
• Knowledge of emergency medical services
• Strong organizational and interpersonal skills
• Ability to determine appropriate course of action in more complex situations
• Ability to work independently, exercise creativity, be attentive to detail, and maintain a positive attitude
• Ability to manage multiple and simultaneous responsibilities and to prioritize scheduling of work
• Ability to maintain confidentiality of all medical, financial, and legal information
• Ability to complete work assignments accurately and in a timely manner
• Ability to communicate effectively, both orally and in writing
• Ability to handle difficult situations involving patients, physicians, or others in a professional manner

**Physical Requirements and Environmental Conditions**
• Working irregular hours including on call hours
• Physically demanding, high-stress environment
• Exposure to blood and body fluids, communicable diseases, chemicals, radiation, and repetitive motions
• Pushing and pulling heavy objects
• Full range of body motion including handling and lifting patients
• Position requires light to moderate work with 50 pounds maximum weight to lift and carry.
• Position requires reaching, bending, stooping, and handling objects with hands and/or fingers, talking and/or hearing, and seeing.

**General Sign-off**
The employee is expected to adhere to all agency policies and to act as a role model in adherence to agency policies.

*The above statements are intended to describe the general nature and level of work being performed. They are not intended to be construed as an exhaustive list of all responsibilities.*

I have read, understood and had the opportunity to ask questions regarding this position description.

______________________________
Employee’s Signature

______________________________
Date