Roosevelt General Hospital

Medical-Surgical Nurse Manager
JOB DESCRIPTION

Position Title:	Medical/Surgical Nurse Manager	Exemption Status:	Exempt
Job Classification:		Job Code:	
Department:	Nursing- Medical/Surgical/ICU		
Reports to:	Chief Nursing Officer		
Last Update:	May 29, 2018		

Job Summary

Primary responsibilities include providing administrative oversight and direction for the Medical/ Surgical and Intensive Care Unit at Roosevelt General Hospital. This director will provide accountability for planning, directing, leading and evaluating nursing care within this department. Responsibilities include participation with the Swing Bed Program; this is a fundamental aspect of this position and key to the success of this organization's swing program development, implementation and evaluation.

Essential Functions

- Promotes the mission, vision, and values of the organization
- Oversee the daily workflow, staffing, orientation, training and developing of employees within the department
- Organize services and systems necessary for the multidisciplinary approach throughout the continuum of care; assume responsibility for the clinical and financial performance of the Swing Bed Program
- Responsible for the ongoing quality/performance improvement processes related to patient care
- Facilitates committee meetings, Med/Surg staff meetings and participates on other committees, task forces as assigned
- Display passion and optimism; inspire respect and trust; and provide vision and inspiration to peers and subordinates
- Approach others in a tactful manner and treat others with respect and consideration
- Required to work as a staff nurse, 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
- Act as a liaison for the unit(s) and provides physicians, families, and ancillary departments with direction and/or assistance as needed
- Support and interpret policies, procedures, philosophy and objectives of the hospital
- Facilitates staff analysis and improvement plans for Med/Surg 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 Responsible for investigating patient, physician and staff complaints and concerns (RL6) 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
- Medical/Surgical or Critical Care experience in a similar size hospital preferred
- Knowledge of Swing Bed requirements/regulations 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.

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 Employee's Signature   **Date**