

Nurse Director

DESCRIPTION OF WORK: Positions in this banded class are characterized by the performance of the direction, administration and supervision activities of all nursing services in an organization, including consultation organizations. Employees have complete responsibility for planning, coordinating, implementing and evaluating the quality of nursing care delivered through the organization. These employees are usually members of the clinical management team.

EXAMPLES OF COMPETENCIES:

CONTRIBUTING:

- **Technical Knowledge:** Considerable knowledge of professional nursing theory, techniques, practices and procedures; considerable knowledge of medical terminology, disease process and body systems, current clinical diagnostic procedures and treatments and skills in applying these knowledges in a review; considerable knowledge of state and federal rules and regulations and accrediting agencies governing their specific program and/or agency/facility.
- **Critical Thinking:** Ability to independently assess and interpret medical and clinical information from a patient chart. Ability to develop, evaluate, implement and modify a plan of nursing intervention to meet the needs of individual patients.
- **Client/Customer Service:** Ability to develop written program descriptions and policies/procedures. Ability to disseminate and train facilities on these programs. Ability to assess and evaluate customer needs on a regular basis and plan and implement strategies to meet those needs.
- **Communication:** Ability to develop and maintain effective communication and work relationships with Physicians, healthcare personnel, patients, families, agencies and others. Ability to write program descriptions and to make verbal presentations on the program using technology. Ability to write and present reports to management and administration
- **Supervision:** Ability to assess employee competencies and conduct/participate in performance management reviews. Ability to coach and mentor staff. Ability to support professional development of nursing staff. Ability to identify and address quality monitoring and performance improvement issues for the program.
- **Planning, Organizing and Managing:** Ability to plan and implement the delivery and improvement of services, staffing and resources. Actively provides oversight of program/services.

JOURNEY

- **Technical Knowledge:** Working knowledge of administrative nursing theories, models and practices. Working knowledge of the N.C. Nurse Practice Act regarding the scope of practice for each patient care team member and the Board of Nursing's rules and position statements/interpretations. Extensive knowledge of state and federal rules and regulations and accrediting agencies governing nursing.
- **Critical Thinking:** Ability to independently assess, analyze, plan, direct, implement and evaluate delivery of nursing services. Ability to systems think, strategically think, creatively think and have vision. Ability to discern those acts that should be reported to the Board of Nursing.
- **Client/Customer Service:** Ability to develop and maintain a working relationship with all levels of employees and management/administration throughout the facility/region. Ability to work in partnership with multiple disciplines within the organization.
- **Communication:** Ability to write status reports to upper management on operations of facility/region. Ability to disseminate information on changes in policies, procedures, protocols, etc via various channels such as meetings, bulletin boards, memos, email, etc. Ability to effectively articulate staffing and recruitment needs to facility, regional and central office management.
- **Supervision:** Ability to coach and facilitate the enhancement of employee competencies as appropriate to the needs of the facility/region. Manages resources effectively to provide for employee training and growth. Ability to identify and address quality monitoring and performance improvement issues for the facility/region.
- **Planning, Organizing and Managing:** Ability to plan and implement the delivery and improvement of services, staffing and resources, some of which may include larger staff, multiple programs or moderately complex or significant medical matters.

ADVANCED

- **Technical Knowledge:** Broad scope of knowledge of administrative nursing theories, models and practices needed for organizations/systems with extensive and complex medical missions/services. Working knowledge of healthcare administration concepts and organizational management. Extensive knowledge of the N.C. Nurse Practice Act, which includes the scope of practice for each patient care team member, the Board of Nursing's rules and position statements/interpretations.
- **Critical Thinking:** Ability to independently assess and analyze. Ability to seek clarity, accuracy, relevance, precision, logic and significance. Ability to make logical and accurate inferences and interpretations. Ability to make decisions understanding the implications of those decisions. Ability to be a visionary thinker. Ability to be a creative thinker. Ability to strategically think and plan both short term and long term objectives. Ability to critically analyze organizational issues after a review of evidence and data.
- **Client/Customer Service:** Ability to build loyalty and commitment throughout the organization. Ability to assess and evaluate customer needs and plan and implement strategies to meet those needs. Ability to support staff during difficult transitions.
- **Communication:** Ability to write business reports, proposals and policies/procedures. Ability to effectively communicate and present information and data through use of various media and formats to various audiences. Ability to effectively articulate needs of Nursing Services and needs of the organization to management and administration.
- **Supervision:** Ability to mentor, coach and manage the total nursing competencies of staff in the organization/system. Actively seeks resources and opportunities for employee training and growth. Ability to identify and address quality monitoring and performance improvement issues for nursing services for the entire organization/system.
- **Planning, Organizing and Managing:** Ability to direct high-level planning, organizing and staffing for the entire organization/system. May coordinate through lower-level Director positions. Ability to participate in the strategic planning for the organization as a whole and to facilitate strategic planning with system-wide Nursing within the organization/system.

MINIMUM TRAINING AND EXPERIENCE: Possession of a current North Carolina license to practice as a Registered Nurse and four years experience in the area of specialization.

Special Note: This is a generalized representation of positions in this class and is not intended to reflect essential functions per ADA. Examples of competencies are typical of the majority of positions, but may not be applicable to all positions.