

Nurse Supervisor

DESCRIPTION OF WORK: Positions in this banded class are characterized by the performance of supervision of a component or multiple components of a nursing program including research. They are typically responsible for serving as a supervisor/Health authority of a unit in an organization. Employees in this class may assist Nursing Directors with administrative duties such as planning, organizing and managing daily operations, quality assurance, Human Resource management functions, and staff development. Employees in this class may also be responsible for supervision of nursing consultation programs.

EXAMPLES OF COMPETENCIES:

CONTRIBUTING:

- **Technical Knowledge:** Considerable knowledge of professional nursing theory and techniques. General knowledge of local, state and federal regulations governing health care practices and of standards of accrediting bodies. Basic knowledge of good supervisory practices and skill in supervising others
- **Critical Thinking:** Ability to implement the nursing process (assess, plan, implement and evaluate) to meet patient needs as it relates to patient care and to staff assignment and delegation with some supervision from a higher management level.
- **Client/Customer Service:** Ability to lead employees by demonstrating a professional, caring approach, by listening, being acceptable and leading by example towards common, short-term operational goals and objectives of the unit.
- **Consulting/Advising:** Ability to advise and counsel employees on job performance and conduct. Ability to develop plans for employees to gain necessary knowledge, skills and abilities to successfully perform their duties.
- **Communication:** Ability to listen, ask questions and give feedback to employees. Ability to give clear and concise instructions. Ability to develop and maintain effective communication and work relationships with Physicians, upper management healthcare personnel, patients, families, agencies and others.
- **Supervision:** Ability to assess employee competencies and conduct/participate in performance management reviews. Ability to actively seek to coach and mentor staff. Ability to support professional development of nursing staff. Ability to delegate and assign tasks. Ability to promote communication. Ability to identify and address quality monitoring and performance improvement issues for the unit.

JOURNEY

- **Technical Knowledge:** Working knowledge of good supervisory practices and skill in supervising others, including communication skills.
- **Critical Thinking:** Ability to independently implement the nursing process (assess, plan, implement and evaluate) to meet patient needs as it relates to patient care and to staff assignment and delegation with guidance from policies, procedures and protocols.
- **Client/Customer Service:** Ability to actively seek to motivate employees and develop team camaraderie and commitment towards meeting the objectives of higher management. Ability to develop and maintain a close working relationship with facility, regional and central office management and administration.
- **Consulting/Advising:** Ability to advise and counsel employees on job performance and conduct. Ability to plan for and support employees in career development opportunities.
- **Communication:** Ability to write reports to upper management on operations of unit. 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 and administration. Ability to use appropriate investigative interview techniques when conducting an investigation.
- **Supervision:** Ability to coach and facilitate the enhancement of employee competencies as appropriate to the needs of the facility. Manages resources effectively to provide for employee training and growth. Ability to identify and address quality monitoring and performance improvement issues for the facility.

ADVANCED

- **Technical Knowledge:** Full knowledge of good supervisory practices and skill in supervising others, including communication skills. Ability to mentor new supervisors.
- **Critical Thinking:** Ability to manage complex dilemmas. Ability to anticipate, recognize and respond appropriately to potentially problematic situations. Ability to resolve unusual problems encountered with employees.
- **Client/Customer Service:** Ability to be fair, impartial and consistent with all employees. Ability to be accessible to all levels of employees. Ability to involve employees in strategic planning and implementation and in the development of policies and procedures.
- **Consulting/Advising:** Ability to be a resource for advising and counseling for employees. Ability to advise and provide input to management regarding strategic plan, development of policies and procedures, and global organizational issues.
- **Communication:** Ability to disseminate information from administration/management including ability to provide interpretation and clarification of information to subordinates.
- **Supervision:** Ability to mentor, coach and manage the total nursing competencies of staff in multiple organizational units or region. 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 multiple units or a region.

MINIMUM TRAINING AND EXPERIENCE: Licensed to practice as a Registered Nurse in the State of North Carolina and two years of 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.