

UW HEALTH JOB DESCRIPTION

Nurse Manager

Job Code: 801004	FLSA Status: Exempt	Mgt. Approval: CNO Council	Date: June 2022
Department: Various		HR Approval: K. Fleming	Date: June 2022

JOB SUMMARY

The Nurse Manager is a registered nurse with demonstrated expertise in nursing, leadership and operational management. The Nurse Manager directs the planning, implementation and evaluation of patient care. The incumbent works collaboratively with others to assure the delivery of quality patient care and promote professional development, continuous improvement, education and research.

The Nurse Manager is responsible for supporting an environment conducive to achieving quality outcomes with effective use of resources and retention of quality staff. They are responsible for the management and development of both human and fiscal resources. Additional responsibilities include budget preparation and oversight, implementation of quality control and improvement, satisfaction of patients, families, staff, and providers, and review and revision of policies and procedures. This role is also responsible for planning, organizing, and coordinating day-to-day operations to ensure quality patient care and leadership of staff. The Nurse Manager works to plan for and support adequate staffing, appropriate learning experiences and a professional work environment utilizing a team approach. They also closely work with nursing faculty as applicable to provide students with sufficient educational opportunities to develop and enhance their skills and competence in the care of patients in a clinical environment.

MAJOR RESPONSIBILITIES

1. Administrative Leader

- Interview and select candidates who have appropriate clinical skills and professional characteristics to match patient and department needs.
- On an ongoing basis, manage performance and communicate with employees regarding standards of practice, standards of care, respect for people and department/organization policies and procedures.
- Support the growth and development of staff (in areas such as teamwork decision making, service recovery and clinical skills) by identifying strengths and areas of growth, assisting with goal setting as well as formal and informal learning and coaching.
- Direct and develop leadership and management skills by mentoring and role modeling.
- Actively listen to staff ideas and concerns, assess the communication styles of others and adapt to them.

2. Management of Resources

- Direct staffing and adjust as necessary to reflect changes in care requirements, patient volume and available staffing resources.
- Develop budgets based on department and organization direction using variance analysis, performance experience of prior years and predictors for change in collaboration with aligned leadership and nursing finance partners.
- Analyze and adjust systems as necessary to meet budget and/or productivity targets for cost-effective, quality care.
- Analyze financial information and take action as necessary based on findings.
- Assure space is utilized or altered to maximize safety and efficiency.
- Develop and monitor systems to assure cost-effectiveness by participating in the selection and utilization of materials and supplies and monitoring charges.
- Promote cost-effective behavior in staff through observation, feedback and education.
- Utilize improvement processes to identify and remove complex or recurring operational barriers and consult with leadership or medical staff as necessary.
- Collaborate with nursing leadership and interdisciplinary team as necessary in the development and implementation of initiatives that affect all services.

3. Clinical Practice and Department Leadership

- Assure patient/family nursing care provided is within the UW Health Nursing Department's established standards and is evidence-based best practice.
- Lead the development, implementation, and evaluation of a patient care delivery system that is patient and family centered, evidence based culturally sensitive and encourages professional practice of staff that results in high quality and cost-effective care outcomes.
- Analyze clinical practice and identify opportunities to increase effectiveness and efficiency in collaboration with nursing staff and interdisciplinary team members as appropriate.

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- Partner with Clinical Nurse Specialist to measure and evaluate quality and safety of patient care and the environment.
- Collaborate with providers and other health care disciplines to facilitate patient and family needs.
- Collaborate with medical directors.

4. Education/Outreach

- Identify and establish clinical learning opportunities for students in various health care disciplines. Monitor students' performance in conjunction with nursing and medical faculty.
- Collaborate with and utilize subject matter experts as appropriate to assist with staff education, clinical issues and orientation development
- Support the UW Health outreach mission through consultation and/or participation in health promotion, health education, and specialty requests from community agencies.

5. Research

- Evaluate current research/literature (i.e. theory, models of care, staff plans) for applicability within department.
- Apply results of quality assurance studies to identify and design clinical research activities.
- Utilize consultation from appropriate resources to develop clinical investigation of defined issues.
- Support the planning of and participate in clinical research as approved by the Department of Nursing, UW Health, and/or the University of Wisconsin.

6. Planning

- Develop measurable, reasonable and market-oriented goals in collaboration with staff, providers and leadership.
- Identify progress toward goals on an ongoing basis with measurable outcomes.
- Assure planning for department changes that involve the necessary individuals and are thorough, time driven, and well communicated; develop a written plan for major or interdepartmental changes.
- Participate in the development, implementation, evaluation, and revision of policies and procedures, standards of care, guidelines and interdisciplinary plans of care, particularly those pertinent to the department's aligned patient population.
- Participate in strategic planning and utilize available tools to bring the strategic plan to the local level.
- Determine the current and future direction for the department is based on ongoing evaluation, market analysis, provider practice, reimbursement trends and fiscal viability.

Other Duties as Assigned

ALL DUTIES AND REQUIREMENTS MUST BE PERFORMED CONSISTENT WITH THE UW HEALTH PERFORMANCE STANDARDS.

JOB REQUIREMENTS

Education	Minimum	Bachelor of Science – Nursing (BSN)
	Preferred	Master's degree in Nursing, Healthcare Administration, Business Administration, or related field
Work Experience	Minimum	Three (3) years of relevant clinical experience Demonstrated progressive leadership experience
	Preferred	Five (5) years of progressive leadership experience within same or relevant practice area
Licenses & Certifications	Minimum	RN Licensed in State of Wisconsin
	Preferred	Certification in relevant specialty
Required Skills, Knowledge, and Abilities		<ul style="list-style-type: none"> • Progressive leadership experience with demonstrated success • Skills to plan, organize, and direct operational activities • Interpersonal skills necessary to interact with a wide variety of stakeholders • Must be comfortable with an interdisciplinary culture of collaboration • Excellent verbal and written communication skills with a communication style that is open and fosters trust, credibility and understanding • Decision-making and problem-solving ability to resolve complex clinical, systems, organization, department and human resource issues • Ability to work under and handle stress • Ability to adapt to and lead through change • Ability to negotiate, resolve conflicts and build teams

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	<ul style="list-style-type: none"> Ability to provide constructive feedback and resolve conflicts Excellent organizational skills and ability to prioritize workload when given multiple demands. Ability to effectively collaborative and promote teamwork
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AGE SPECIFIC COMPETENCY (Clinical jobs only)

Identify age-specific competencies for direct and indirect patient care providers who regularly assess, manage and treat patients.

Instructions: Indicate the age groups of patients served either by direct or indirect patient care by checking the appropriate boxes below. Next,

X	Infants (Birth – 11 months)	X	Adolescent (13 – 19 years)
X	Toddlers (1 – 3 years)	X	Young Adult (20 – 40 years)
X	Preschool (4 – 5 years)	X	Middle Adult (41 – 65 years)
X	School Age (6 – 12 years)	X	Older Adult (Over 65 years)

JOB FUNCTIONS

Review the employee's job description and identify each essential function that is performed differently based on the age group of the patient.

PHYSICAL REQUIREMENTS

Indicate the appropriate physical requirements of this job in the course of a shift. *Note: reasonable accommodations may be made available for individuals with disabilities to perform the essential functions of this position.*

Physical Demand Level	Occasional Up to 33% of the time	Frequent 34%-66% of the time	Constant 67%-100% of the time
Sedentary: Ability to lift up to 10 pounds maximum and occasionally lifting and/or carrying such articles as docket, ledgers and small tools. Although a sedentary job is defined as one, which involves sitting, a certain amount of walking and standing is often necessary in carrying out job duties. Jobs are sedentary if walking and standing are required only occasionally and other sedentary criteria are met.	Up to 10#	Negligible	Negligible
X Light: Ability to lift up to 20 pounds maximum with frequent lifting and/or carrying of objects weighing up to 10 pounds. Even though the weight lifted may only be a negligible amount, a job is in this category when it requires walking or standing to a significant degree.	Up to 20#	Up to 10# or requires significant walking or standing, or requires pushing/pulling of arm/leg controls	Negligible or constant push/pull of items of negligible weight
Medium: Ability to lift up to 50 pounds maximum with frequent lifting/and or carrying objects weighing up to 25 pounds.	20-50#	10-25#	Negligible-10#
Heavy: Ability to lift up to 100 pounds maximum with frequent lifting and/or carrying objects weighing up to 50 pounds.	50-100#	25-50#	10-20#
Very Heavy: Ability to lift over 100 pounds with frequent lifting and/or carrying objects weighing over 50 pounds.	Over 100#	Over 50#	Over 20#
Other - list any other physical requirements or bona fide occupational qualifications not indicated above:			

Note: The purpose of this document is to describe the general nature and level of work performed by personnel so classified; it is not intended to serve as an inclusive list of all responsibilities associated with this position.