

## UW HEALTH JOB DESCRIPTION

### Nurse Manager – Behavioral Health

<b>Job Code: 841003</b>	<b>FLSA Status: Exempt</b>	<b>Mgt. Approval: BL</b>	<b>Date: 1/2019</b>
<b>Department: Nursing</b>		<b>HR Approval: KS</b>	<b>Date: 1/2019</b>

### JOB SUMMARY

The Nurse Manager – Behavioral Health is a registered nurse who has expertise in psychiatric nursing practice and has demonstrated leadership and management skills. The Nurse Manager provides leadership for all staff on the Psychiatric Unit and directs the planning, implementation and evaluation of patient care programs, in collaboration with associated intensive care, general care units, and clinics as appropriate. Responsibilities include preparation and administration of a revenue budget, operating budget, and oversight for FTEs. The Nurse Manager works with Nursing Administration, Hospital Administration, Behavioral Health Services, and University Faculty and interacts regularly with appropriate Directors to ensure the quality and effectiveness of patient care. He/she also works closely with nursing faculty to provide students with educational opportunities to develop and enhance their skills and competence in a clinical environment. The Nurse Manager is a resource within the institution and to the community in his/her area of expertise. The Nurse Manager is responsible to the Senior Vice President of Nursing through the Director of Surgical & Psychiatric Nursing.

### MAJOR RESPONSIBILITIES

#### A. Management of Personnel and Leadership

- 1) Interview and select candidates who have appropriate clinical skills and professional characteristics to match patient needs.
- 2) Communicate on an ongoing basis with employees regarding specific performance expectations. Plan and conduct formal performance reviews that are timely, ongoing, and objective, and submit necessary documentation.
- 3) Demonstrate and apply knowledge of employee expectations.
- 4) Responsible for the promotion and termination of employees based on standards of practice, standards of care, nursing and Hospital policies and procedures.
- 5) Interact with staff in a consistent, fair, timely, appropriate, and decisive manner in accordance with organizational and Nursing Department policies.
- 6) Promote the growth of staff in areas such as teamwork, decision-making, and clinical skills by identifying strengths and weaknesses, goal setting, formal and informal learning, and coaching.
- 7) Direct and develop leadership and management skills by mentoring and role modeling.
- 8) Delegate activities/work projects to staff and supervise their accomplishment.
- 9) Supervises interdisciplinary staff, including Nurses and Mental Health providers in conjunction with the Psychiatry leadership on the unit.

#### B. Management of Resources

- 1) Direct adjustments in unit staffing pattern to reflect changes in care requirements, patient census, and staffing resources.
- 2) Develop the annual inpatient budget based on nursing department and Hospital direction using variance analysis, performance experience of prior years, and predictors for change.
- 3) Adjust systems as necessary to meet budget and/or productivity targets for cost-effective quality care.
- 4) Analyze financial information monthly and complete exception reports with appropriate recommendations, submitting these reports in a timely manner.
- 5) Support a decentralized management philosophy at the unit level by designing and supporting a system that facilitates staff involvement at the unit/clinic, clinical department, Nursing Department and Hospital level.
- 6) Assure that unit space is utilized or altered to maximize safety and efficiency. Collaborate with other departments to ensure unit maintenance and environmental safety.
- 7) Develop and monitor systems to assure cost effectiveness by participating in the selection and utilization of materials and supplies, and monitoring charges.
- 8) Promote cost effective behavior in staff through observation, education, and accountability.
- 9) Identify and resolve complex or recurring operational problems and consult with the Nursing Director and/or Director of Behavioral Health Services when necessary.
- 10) Assure that data submitted for the patient workload system is accurate, timely, complete, and reliable.

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### C. Clinical Practice

- 1) Develop and provide a patient care system that encourages professional practice of staff and results in quality, cost-effective care outcomes.
- 2) Assure that patient and family patient care is provided within established UW Health standards.
- 3) Demonstrate clinical knowledge by providing consultation to staff, assisting with patient care as needed, and acting as a clinical resource to staff and consultant to other departments throughout the organization.
- 4) Analyze clinical practice and identify opportunities to increase effectiveness and efficiency.
- 5) Identify clinical indicators to measure and evaluate quality care. Assure that appropriate quality monitoring occurs on unit and that findings are used to improve practice and reduce potential for patient complications.
- 6) Collaborate with physicians, Behavioral Health providers, Clinical Nurse Specialists (CNSs), and other health care professionals to address patient and family needs.
- 7) Meet regularly with the unit medical director and work collaboratively to effect programmatic changes and develop protocols.

### D. Education/Outreach

- 1) Identify and establish clinical learning opportunities for students in various health care disciplines in the unit. In conjunction with nursing faculty, monitor students' performance.
- 2) Serve as adjunct faculty to the UW School of Nursing and other academic nursing and allied health programs.
- 3) Implement and evaluate a systematic orientation program for new staff.
- 4) Develop and implement an ongoing unit-based continuing education plan for staff.
- 5) Utilize the CNS, Psychologist, and/or other consultants as appropriate to assist with program development, staff education, and clinical issues.
- 6) Support UW Health's outreach mission through consultation and/or participation in health promotion, health education, and specialty requests from community agencies.
- 7) Develop, implement, and evaluate comprehensive patient education programs that assure quality and appropriateness of care across settings (i.e. inpatient, ambulatory) for the patient population. Facilitate the utilization of the Learning Center in program implementation as appropriate.
- 8) Suggest curriculum revisions that reflect changes in current nursing practice.

### E. Research

- 1) Evaluate current research in nursing (i.e. theory, models of care, staff plans) for applicability within units or programs of care.
- 2) Apply results of quality assurance studies to identify and design clinical research activities.
- 3) Utilize consultation from appropriate resources to develop clinical-based investigation of defined issues and/or problems in psychiatric nursing practice.
- 4) Support planning and participate in clinical research on the unit as approved by the Department of Nursing, UW Hospitals and Clinics (UWHC), and/or the University of Wisconsin.

### F. Leadership

- A. Direct resource management/cost containment activities in relation to educational and clinical activities.
  - 1) Be accountable for budget/resource management for respective area of responsibility.
  - 2) Promote cost-effective behavior in staff through in-service and education.
- B. Participate in implementing management decisions that affect nursing practice in the clinical area.
  - 1) Plan educational programming for new or changing programs of care.
  - 2) Identify and obtain resources needed for programs.
  - 3) Develop and evaluate written policies and procedures pertinent to the program.
  - 4) Identify barriers and facilitators that affect staff's ability to fulfill their job responsibilities and incorporate knowledge of these into program planning and educational experiences.
  - 5) Accept committee appointments and actively participate to effect change in patient care and the system.
  - 6) Actively participate in multidisciplinary Patient Care Team of choice, providing leadership as indicated.
  - 7) Serve as a consultant on managing behavioral events.

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### G. Planning

- 1) Develop measurable, reasonable, and market goals that reflect those of the Hospital and Nursing Departments.
- 2) Identify progress toward goals on an ongoing basis, with measurable outcomes by year-end.
- 3) Assure planning for unit-based changes that involve the necessary individuals and are thorough, time-bound and well-communicated. Develop a written plan for major or interdepartmental changes.
- 4) Participate In the development and revision of policies and procedures.
- 5) Participate in strategic planning for the Nursing Department and Behavioral Health Services.
- 6) Serve on clinical department, central nursing and medical staff committees.
- 7) Participate in strategic planning to ensure current and future direction is based on ongoing program evaluation and organizational priorities.

### H. Professional Development/Effectiveness

- 1) Identify professional strengths and areas for growth. Demonstrate professional development through formal and informal learning experiences.
- 2) Maintain knowledge of current trends and practices in nursing and health care through resources such as literature review and professional networking.
- 3) Participate in professional organizations in area(s) of specialization and interest.
- 4) Demonstrate professional effectiveness as a manager and role model through efficient time management, effective organization of work, and prioritization.

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

### JOB REQUIREMENTS

Education	Minimum	Bachelor of Science in Nursing. <b>And</b> Master's degree in psychiatric or mental health nursing, or other Behavioral Health-related field. Three (3) years of relevant experience in the care of those with behavioral health diagnoses may be considered in lieu of degree in addition to experience below
	Preferred	
Work Experience	Minimum	Five (5) years relevant experience. Progressive nursing management experience with demonstrated success. Current regulatory, accreditation, and Joint Commission experience.
	Preferred	
Licenses & Certifications	Minimum	Registered Nurse (RN), Licensed in State of Wisconsin
	Preferred	American Nurses Credentialing Center (ANCC) Psychiatric-Mental Health Nursing certification
Required Skills, Knowledge, and Abilities		<ul style="list-style-type: none"> <li>• Managerial skills necessary to plan, organize, and direct operational activities</li> <li>• Strong organizational and negotiation skills that are conceptual as well as practical</li> <li>• Demonstrated interpersonal skills necessary to interact with all levels of hospital personnel and external parties</li> <li>• Comfort with an interdisciplinary culture of collaboration</li> <li>• A passion for excellence, which elevates the abilities and competencies of the various patient care providers</li> <li>• Excellent verbal and written communication skills with meticulous attention to detail</li> </ul>

### 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,

Infants (Birth – 11 months)	<b>X</b>	Adolescent (13 – 19 years)
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	Toddlers (1 – 3 years)	<b>X</b>	Young Adult (20 – 40 years)
	Preschool (4 – 5 years)	<b>X</b>	Middle Adult (41 – 65 years)
	School Age (6 – 12 years)	<b>X</b>	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
<b>Sedentary:</b> 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.	<b>Up to 10#</b>	<b>Negligible</b>	<b>Negligible</b>
<b>X</b> <b>Light:</b> 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.	<b>Up to 20#</b>	<b>Up to 10#</b> or requires significant walking or standing, or requires pushing/pulling of arm/leg controls	<b>Negligible</b> or constant push/pull of items of negligible weight
<b>Medium:</b> Ability to lift up to 50 pounds maximum with frequent lifting and/or carrying objects weighing up to 25 pounds.	<b>20-50#</b>	<b>10-25#</b>	<b>Negligible-10#</b>
<b>Heavy:</b> Ability to lift up to 100 pounds maximum with frequent lifting and/or carrying objects weighing up to 50 pounds.	<b>50-100#</b>	<b>25-50#</b>	<b>10-20#</b>
<b>Very Heavy:</b> Ability to lift over 100 pounds with frequent lifting and/or carrying objects weighing over 50 pounds.	<b>Over 100#</b>	<b>Over 50#</b>	<b>Over 20#</b>
<b>Other</b> - 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.