

JOB DESCRIPTION

1. JOB DETAILS

Job Title:	Nurse Manager (Inpatient & Outpatient)		
Work Location	Hospital		
Reports to:	Nurse Leader for Clinical Affairs		
Dotted Line Report to:	-	Division:	Nursing
Grade:	15	Department / Department Code:	
Job Code:		Section/Unit:	
Approval Date		Renewal Date	

2. JOB OBJECTIVE

Responsible and accountable for an assigned unit 24 hours a day in alignment with the organizational values and goals. Responsibilities include but are not limited to: overseeing, monitoring and evaluating the quality and effectiveness of nursing practice, managing operational, human, financial and other resources; professional development of oneself and subordinates, and fostering interprofessional and collaborative relationships.

3. JOB DIMENSIONS

Number of staff supervised:	Direct Reports:	
	Indirect Reports:	0
	Total:	3

4. KEY ACCOUNTABILITIES

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Clinical Practice:

- Oversee, monitor and evaluate the quality and effectiveness of nursing practice.
- Implement action plans to promote patient centered care.
- Ensure the delivery of optimal quality care to patients and families.
- Promote inter and intra-professional communication and collaboration.
- Oversee all record-keeping processes and ensure all necessary documents are accurate and up-to-date.
- Develop, implement, and review policies, practices, and procedures to improve standards of care and practice according to latest evidence-based practice and innovations in the field.
- Promote research and integrate evidence-based knowledge in the delivery of nursing care.

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- Base decisions and actions on ethical principles and foster a non-discriminatory climate in which care is delivered in a manner sensitive to socio-cultural diversity.

Human Resource Management:

- Manage human resources through recruiting, selecting, orienting and training nursing staff in collaboration with the Human Resources Department.
- Hire, fire, set developmental plans, recognize and reward staff in collaboration with the Human Resources Department.
- Develop an annual staffing plan after assessing the staffing patterns/needs.
- Ensure that staffing levels and coverage are adequate to meet patient care and regulatory requirements.
- Analyze workloads and skills' requirements to meet patient care needs.
- Maintain nursing staff performance by coaching, counselling, and disciplining employees; planning, monitoring, evaluating, and appraising job results.
- Provide leadership, direction and guidance to staff.
- Resolve and manage conflicts on the unit.
- Supervise and evaluate staff performance based on professional practice standards and organizational criteria; identify areas of strength as well as areas for professional practice development.
- Promote professional development of staff and facilitate leadership growth.
- Facilitate staff education and needs assessment; ensure competency validation.
- Monitor staff satisfaction; develop and implement strategies to address satisfaction issues.
- Promote staff retention; develop methods to reward and recognize staff.
- Monitor staff for fitness to duty.

Operational and Financial Management:

- Identify existing/potential problems and take effective action. Develop/maintain an awareness of needed improvements in patient care, procedures, equipment/supplies, and make recommendations to the Nurse Leader for Clinical Affairs.
- Coordinate activities by scheduling work assignments, staff distribution, clinical coverage, setting priorities, and directing the work of subordinate staff.
- Develop, utilize, and monitor the unit budget.
- Prepare capital and operational budgets.
- Maximize care efficiency and throughput.
- Monitor and analyze staffing expenses; nursing hours per patient days budgeted versus nursing hours per patient days, actual skill mix of Registered Nurses versus assistive personnel.
- Monitor and analyze overtime & straight time hours.
- Ensure availability and operation of necessary equipment and supplies.
- Oversee the inventory of unit supplies and monitor usage reports.
- Monitor and promote workplace safety requirements.

Performance Improvement Management:

- Apply patient safety, quality and environmental management policies, procedures, patient and family right policies and controls to ensure patient safety, legislative compliance, delivery of high-quality products/service and a responsible environmental attitude.
- Conduct performance improvement audits to improve the practice.
- Perform environmental and safety rounds to meet regulatory requirements.
- Monitor patient satisfaction and develop strategies to address issues/concerns.
- Interpret and communicate to staff members all changes in standards of care, nursing practice, and hospital and departmental policies and procedures.
- Ensure proper implementation of standards of care and practice.
- Oversee the implementation of continuous quality monitoring parameters to ensure patient safety.

Miscellaneous:

- Perform other related duties or assignments as directed by the Nurse Leader for Clinical Affairs.

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- Manage compliance with bylaws, rules, and regulations adopted by the Kingdom of Saudi Arabia and by SGH.
- Apply the American Nurses' Association Nursing Administration Scope and Standards of Practice.
- Maintain professional growth and development to keep abreast of the latest trend of work scope.

5. COMMUNICATIONS & WORKING RELATIONSHIPS

Internal:	<ul style="list-style-type: none"> • Nursing division • SGH department and branches
External:	<ul style="list-style-type: none"> • Service Providers • Patient, Families and Patient attendants

6. QUALIFICATIONS AND EXPERIENCE

Entry Qualification	Specialization	Minimum Experience
PhD		NA
Masters	Masters in Nursing	NA
Bachelor	Bachelor of Science in Nursing	5-7 years of experience as Staff Nurse, preferably 2 years of which are supervisory.
Diploma		NA
High School		NA

Other Specifications (Please mention mandatory/preferred certifications, licenses and registration required for this position):

- Registered Nurse (RN) license required
- All Qualification must be accredited by SCFHS

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7. COMPETENCIES

Core*	Level 1	Level 2	Level 3	Level 4
Collaborates		Advanced		
Ensures Accountability		Advanced		
Plans and aligns		Advanced		
Drives Results		Advanced		
Customer Focus		Advanced		
Decision Quality	Advanced			
Manages Conflict	Advanced			
Strategic Mindset	Advanced			
Technical*	Level 1	Level 2	Level 3	

*The Behavioral and Technical competencies are to be filled in by SGH based on the level

8. VERIFICATION

The position holder and hiring manager have read and discussed the job description and agree that it accurately describes the position.

Position Holder	Line Manager	Corporate Organization Development
NAME:-	NAME:-	NAME:-
ID:-	ID:-	ID:-
Date	Date	Date
SIGNATURE	SIGNATURE	SIGNATURE