

Job Family	Nursing	Job Summary	Involved in ensuring optimal patient outcomes through effective leadership and / or provision of patient care delivery in assigned nursing unit(s) or area(s). Promotes environment for a shared voice in nursing practice and exchange of ideas to continually improve nursing and patient care outcomes. Accountable for the quality, safety, and cost-effectiveness of patient care. Consults and collaborates with other health care professionals to coordinate the management of patient care. Serves as a resource to staff, physicians, students and others.
Job Function	Nursing Services		
Category	Supervisory & Management		

Job Level	Supervisor 1	Supervisor 2
Job Title		Nurse Services Supervisor 2
Job Code		6508
Tracking Code		A0917
Personnel Program	PSS	MSP
FLSA	Non-Exempt	Non-Exempt
Generic Scope	Provides immediate supervision to a unit or group of operational or technical employees. A portion of time may be spent performing individual tasks related to the unit; however, supervisory activities must constitute a primary part of the job. Supervises unit operations to ensure compliance with departmental or organizational policies, procedures, and defined internal controls. Ensures accountability and stewardship of department resources (operational, financial, and human) in compliance with departmental standards and procedures.	Provides direct supervision typically to professionals or skilled technical employees. Functions as advisor to unit and administration. Analyzes and resolves problems, interprets policies (e.g., fiscal management, HR, contracts and grants, resource management in defined areas) and demonstrates solid subject matter knowledge. Exercises judgment within defined procedures and policies to determine appropriate action. Supervises staff to assure accountability and stewardship of department resources (operational, financial, and human) in compliance with departmental goals and objectives.
Custom Scope		Supervises staff involved in providing clinical patient care. Assists in ensuring the quality of patient care delivery in a specific patient care area and serves as a role model for professional nursing practice. Assists with the administration and management of personnel, fiscal, and material resources. May assume full responsibility for the unit in delegated areas and in the absence of the manager.
Key Resp 01		Supervises and coordinates department operations, resolves system issues, advises on work methods, manages scheduling based on patient census and acuity, and ensures compliance with internal procedures and external regulations.
Key Resp 02		Serves as a resource to nursing staff on patient care clinical issues, new policies, and technology. Keeps staff informed of changes in policies, procedures and external regulations.
Key Resp 03		Monitors services provided by support departments and collaborates to improve utilization and efficiency.
Key Resp 04		Evaluates subordinate staff and participates in decision-making on hiring, salary actions, terminations, performance ratings, and other human resources matters. Orients new employees to nursing responsibilities within the practice.
Key Resp 05		Promotes a climate of effective teamwork, communication and collaboration.

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Key Resp 06		Encourages and assists staff in meeting professional goals. Uses standard practice evaluation tools to identify areas for growth. Consults with nurse leaders and educators on developing strategies for performance improvement.
Key Resp 07		Understands unit financial goals and educates staff regarding cost-containment strategies. Maintains unit expenses within budget.
Key Resp 08		Communicates regularly with management on unit activities and on pertinent operational or human resources issues.
Key Resp 09		Responds to community or health system partners to facilitate delivery of patient care services.
Key Resp 10		Involves physicians, staff and other healthcare team members in the development of plans to manage patient admissions, transfers and discharges.
Key Resp 11		Promotes a positive patient experience through service recovery as needed, across the nursing unit.
Key Resp 12		
Key Resp 13		
Key Resp 14		
Key Resp 15		
Education 1		Bachelor's Degree in Nursing required.
Education 2		Master's Degree preferred.
Education 3		
Education 4		
License 1		Registered Nurse in the State of California.
License 2		
License 3		
License 4		
Cert 1		ED and other patient care units s may require some or all of the following certifications: CPR, ACLS, PALS or ENPC, TNCC, MICN.
Cert 2		
Cert 3		
Cert 4		
Spec Cond 1		
Spec Cond 2		

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Spec Cond 3		
Spec Cond 4		
KSA 01		Demonstrated skills to effectively supervise clinicians and to manage the complex workflow and multiple priorities involved with a patient care unit.
KSA 02		In depth knowledge of patient care clinical standards and care delivery, systems, external regulations and internal policies.
KSA 03		Strong knowledge of human resources management policies, with the ability to train, monitor, evaluate, and document human resources matters and employee performance. Provides input to decision-makers on human resources matters.
KSA 04		Strong analytical and critical thinking skills, with the ability to quickly analyze problems, determine appropriate level of intervention, and develop and apply effective solutions.
KSA 05		Strong interpersonal skills for effective information exchange and problem solving with all levels of management and staff, consultants and outside agencies.
KSA 06		Strong written and verbal communications skills, with the ability to train and mentor subordinates, to convey complex clinical and technical information in a clear and concise manner. Prepares and presents a variety of reports, documentation, analyses, and project proposals.
KSA 07		Knowledge of business software and specialized applications and data management systems used in nursing units or departments.
KSA 08		
KSA 09		
KSA 10		
KSA 11		
KSA 12		
KSA 13		
KSA 14		
KSA 15		
Environment		Health care (hospital, clinical, classroom setting) or similar environment as the role requires.
Career Path 1		Nursing Services Mgr 1
Career Path 2		
Career Path 3		

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Career Path 4		
Career Path 5		
Career Path 6		