

Career Service Authority

Director of Nursing

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Revised By Don Braden
FLSA Code Exempt
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General Statement of Duties

Manages and directs the nursing operations in one of the specialized areas of Critical Care, Acute Care, Psychiatric Care, Community Health or Public Health for Denver Health.

Essential Duties and Knowledge, Skill, and Ability Requirements

1. Plans, directs and coordinates the work functions and activities of Nursing Service and other clinical units to assure a clear line of responsibility and accountability.
 - *Skill in creating and establishing criteria, techniques, and methodologies to resolve unprecedented problems or situations for an agency.*
2. Directs and maintains a comprehensive quality improvement program to ensure that programs and services meet accrediting standards for the Joint Commission on Accreditation of Health Organizations and other accrediting agencies which includes coordination with all other units within the health system.
 - *Skill in establishing quality improvement standards to ensure the agency is complying with the Joint Commission on Accreditation of Health Organization standards and other accrediting agencies.*
 - *Skill in developing techniques and methodologies to resolve unprecedented problems or situations.*
3. Develops and manages the budget for a specialized area, analyzing expenditures and variances as it relates to the complete organization, and allocates funds within the budget to accomplish objectives.
 - *Skill in exercising a high degree of initiative, judgment, discretion, and decision making to integrate organizational priorities, meet deadlines, and achieve objectives.*

- *Knowledge of budget procedures and requirements sufficient to be able to administer a budget to accomplish division objectives*
4. Performs as an established member of the nursing structure, developing and implementing professional standards for various components of the nursing service.
- *Skill in developing techniques and methodologies to resolve unprecedented problems or situations.*
 - *Skill in utilizing the principles and practices of effective and persuasive communication to elicit information, negotiate problem resolution, influence and solicit cooperation, and seek and obtain support for various programs or policies.*
 - *Skill in establishing and maintaining effective working relationships with employees, policy making bodies, various representatives of public or private entities and the public.*
5. Develops strategic and fiscal program planning which includes developing and completing objectives, and future planning; mobilizes resources to improve and maintain professional delivery of a patient care system.
- *Skill in developing techniques and methodologies to resolve unprecedented problems or situations.*
6. Directs the performance evaluation program for the entire operation and directly develops the evaluations for the subordinate managers and some specialized personal support staff.
- *Knowledge of management principles and practices sufficient to be able to direct the development of the organization's performance evaluation program.*
 - *Knowledge of supervisory principles and practices sufficient to be able to directly develop and implement supervisor's performance evaluation program.*
7. Determines priorities, policies and procedures to efficiently and effectively accomplish the organizations' objectives for nursing care.
- *Skill in exercising a high degree of initiative, judgment, discretion, and decision making to integrate organizational priorities, meet deadlines, and achieve objectives.*
8. Designs an organizational approach for the orientation, training and development of employees to ensure coordination across individual programs and long range capability of the organization to function effectively.
- *Knowledge of the principles and practices of employee development sufficient to be able to ensure the long-range success of the organization by incorporating*

cross-training, delegating, mentoring, job-specific training, and other principles into the daily work of the organization.

9. Interviews and selects employees for Nursing Operations Manager and/or other specialized staff.
 - *Knowledge of interviewing techniques sufficient to be able to select and hire appropriate personnel for positions.*
10. Represents the organization in the negotiations and resolution of employee grievances and establishes organizational policy regarding the handling of employee grievances.
 - *Skill in exercising a high degree of initiative, judgment, discretion, and decision making to integrate organizational priorities, meet deadlines, and achieve objectives.*
 - *Skill in developing techniques and methodologies to resolve unprecedented problems or situations.*
 - *Skill in utilizing the principles and practice of effective and persuasive communication to elicit information, negotiate problem resolution, influence and solicit cooperation, and seek and obtain support for various programs or policies.*
 - *Skill in establishing and maintaining effective working relationships with employees, policy making bodies, various representatives of public or private entities and the public.*
 - *Knowledge of conflict resolution techniques sufficient to be able to maintain, arbitrate and/or resolve conflicts as they arise.*
11. Authorizes disciplinary actions and establishes organizational policy regarding employee discipline within the parameters of Career Service and Authority rules.
 - *Skill in creating and establishing criteria, techniques, and methodologies to resolve unprecedented problems or situations for an agency.*
12. Arbitrates conflicts between both internal and external groups in the interest of maintaining organizational goals and objectives.
 - *Knowledge of conflict resolution techniques sufficient to be able to maintain, arbitrate and/or resolve conflicts as they arise.*
13. Delegates responsibilities and authority over operational functions to subordinate managers and supervisors.
 - *Knowledge of supervisory principles and practices sufficient to be able to delegate responsibility and assignments to subordinate personnel.*

14. Provides full performance level professional nursing work.
 - *Skill in performing a full range of clinical procedures.*
15. Enhances professional growth and development through participation in educational programs, reviewing current literature, and attending in service meetings and workshops.
 - *Skill in adapting new information relative to the work assignment through educational seminars, meetings, and staff meetings.*
16. Performs other related duties as assigned or requested.

Any one position may not include all of the duties listed; however, the allocation of positions to this class will be determined by the amount of time spent in performing the primary duties listed above.

Job Requirements

Level of Supervision

Supervises subordinate managers and specialized staff.

Guidance and Decision Making

Guidelines are generally in the form of stated objectives with issues and factors largely undefined. Requires creativity and ingenuity in devising criteria, techniques and methodologies for approaching previously unexplored or unresolved problems or situations. Work assignment is generally unstructured and employee is responsible for supervising a variety of units involved in complex and non standardized tasks in which several projects may be pursued concurrently. Duties performed involve many factors to be evaluated and weighed, requiring a high degree of concentration, analytical ability, judgment, and decision making. Work may be reviewed for soundness of judgment and conclusions by agency manager.

Interpersonal Communications

Contacts where the exchange of information, support, influence, and cooperation may have a very significant impact on the programs and policies of the organization.

Physical Demands

Carrying: transporting an object, usually by hand, arm or shoulder.

Hearing: perceiving the nature of sounds by the ear.

Talking: expressing or exchanging ideas by means of spoken words.

Walking: moving about on foot on uneven surfaces.

Physical Strength

Lifting: raising or lowering an object 10-25 pounds.

Vision Requirements	Near Acuity: ability to see clearly at 20 inches or less
Mental Demands	Mathematical Reasoning Oral Comprehension Spatial Orientation Written Comprehension
Working Conditions	Occasional pressure due to multiple calls and inquiries. Subject to long irregular hours. Subject to many interruptions.
Minimum Education	Baccalaureate Degree in Nursing, Management, or a related field.
Minimum Experience	Three years of professional nursing management experience.
Equivalency	MS in nursing substitutes for 1 year of nursing management experience.
Licensure and Certification	All positions require current CPR certification by the end of the probationary period. Possession of a Colorado Registered Nurse license or permit at time of appointment with permit to be used only until a decision on licensure is made.