



Career Service Authority  
Nursing Operations Manager

Page 1 of 5

**GENERAL STATEMENT OF CLASS DUTIES**

Directs and supervises a nursing support service, a specialty clinic, treatment program or twenty-four hour inpatient unit at Denver Health.

**DISTINGUISHING CHARACTERISTICS**

This classification is located at Denver Health Medical Center and is being maintained for promotional purposes.

***Guidelines, Difficulty and Decision Making Level:***

Guidelines are in the form of stated objectives for the section, unit, function, or project.

Work assignment is generally unstructured and employee is responsible for assigning and supervising a variety of functions to achieve the objectives of the section, unit, or project. Duties performed involve weighing and evaluating factors requiring judgment, analytical ability, and problem solving.

Employee is responsible for simultaneous coordination and supervision of several functions, programs, or projects in various stages of completion.

***Level of Supervision Received and Quality Review:***

Under administrative supervision, the employee has personal accountability for carrying out an assigned function, program, or project within the scope of established guidelines and objectives and is expected to resolve problems that arise in the normal course of the work. Completed work is generally reviewed for soundness of judgment, conclusion, adequacy, and conformance to policy.

***Interpersonal Communications and Purpose:***

Contacts are of a non-prescribed nature involving the negotiation and resolution of problems and where exceptional degrees of discretion, judgment, and specialized knowledge are required in carrying out the programs and policies of an organization.

***Level of Supervision Exercised:***

Supervises subordinate managers and specialized staff.

## ESSENTIAL DUTIES

Plans, directs, and coordinates the work functions and activities of assigned unit to assure clear line of responsibility and accountability and to ensure patient care.

Directs and maintains a comprehensive improvement program to ensure that program and services meet accrediting standards for the Joint Commission on the Accreditation of Healthcare Organizations (JCAHO) and other accrediting programs.

Develops and manages the budget for the clinical unit/program or work functions and allocated funds within the budget to accomplish objectives.

Performs as an established member of the nursing structure, assisting in the development and implementation of professional standards for various components of the nursing service.

Directs the performance evaluation program for the assigned clinical unit staff and directly develops evaluations for appropriate personnel as required, identifying patient care skills and levels of assigned duties.

Determines priorities, policies, and procedures to efficiently and effectively accomplish the clinical units' objectives and agency's plan for nursing care.

Designs and implements a nursing unit approach for the orientation, training, and development of employees that ensures the long range capability of the unit to function effectively.

Interviews and selects employees.

Represents the clinical unit in the negotiation and resolution of employee grievances and conflicts and establishes unit policy regarding the handling of employee grievance.

Authorizes disciplinary actions and enforces departmental policy regarding employee discipline within the parameters of Career Service and DHHA rules.

Arbitrates conflicts between both internal and operational functions to appropriate personnel as required.

Delegates responsibilities and authorities over operational functions to appropriate personnel as required.

Participates in various agency and community outreach functions.

Performs full performance level professional nursing practice.

Enhances professional growth and development through participation in educational programs, reviewing current literature, and attending in-service meetings and workshops.

Performs other related duties as assigned or requested.

---

Any one position may not include all of the duties listed.  
However, the allocation of positions will be determined by  
the amount of time spent in performing the essential duties  
listed above.

---

## MINIMUM QUALIFICATIONS

### ***Competencies, Knowledge, & Skills:***

**Technical Competence** – Understands and appropriately applies procedures, requirements, regulations, and policies related to specialized expertise (for example, engineering, physical science, law, or accounting) and maintains credibility with others on technical matters.

**Integrity/Honesty** - Contributes to maintaining the integrity of the organization; displays high standards of ethical conduct and understands the impact of violating these standards on an organization, self, and others; is trustworthy.

**Interpersonal Skills** - Shows understanding, courtesy, tact, empathy, concern; develops & maintains relationships; may deal with people who are difficult, hostile, distressed; relates well to people from varied backgrounds & situations; is sensitive to individual differences.

**Team Building** – Manages group processes, encourages and facilitates cooperation, pride, trust, and group identity, fosters commitment and team spirit, and works with others to achieve goals.

**Human Resources Management** – Empowers staff by sharing power and authority, develops lower levels of leadership, pushing authority down and out throughout the organization, shares rewards with staff, and ensures staff is properly selected, used, appraised, developed, and are treated fairly.

**Managing Diverse Workforce** – Is sensitive to cultural diversity, race, gender, and other individual differences in the workforce and manages workforce diversity.

**Planning and Evaluating** – Determines objectives and strategies, coordinates with other parts of the organization to accomplish goals, monitors and evaluates the progress and outcomes of operational plans, and anticipates potential threats or opportunities.

**Oral Communication** - Expresses information to individuals or groups effectively, taking into account the audience and nature of the information; makes clear and convincing oral presentations; listens to others, attends to nonverbal cues, and responds appropriately.

**Reading** - Understands and interprets written material, including technical material, rules, regulations, instructions, reports, charts, graphs, or tables; applies what is learned from written material to specific situations.

**Writing** - Recognizes or uses correct English grammar, punctuation, and spelling; communicates information in a succinct and organized manner; produces written information, which may include technical material that is appropriate for the intended audience.

**Problem Solving** - Identifies problems; determines accuracy and relevance of information; uses sound judgment to generate and evaluate alternatives, and to make recommendations.

**Reasoning** - Identifies rules, principles, or relationships that explain facts, data, or other information; analyzes information and makes correct inferences or draws accurate conclusions.

**Decision Making** - Makes sound, well-informed, and objective decisions; perceives the impact and implications of decisions; commits to action, even in uncertain situations, to accomplish organizational goals; causes change.

**Stress Tolerance** - Deals calmly and effectively with high stress situations (for example, tight deadlines, hostile individuals, emergency situations, dangerous situations).

**Flexibility** - Is open to change and new information; adapts behavior or work methods in response to new information, changing conditions, or unexpected obstacles; effectively deals with ambiguity.

**Customer Service** - Works with customers to assess needs, provide assistance, resolve problems, satisfy expectations; knows products and services; is committed to providing quality products and services.

**Conflict Management** – Minimizes confrontations, disagreements, complaints, and grievances and resolves them in a constructive manner. Works with staff, higher-level managers, peers, administrative staff from other organizations, internal and external customers, and local stakeholder groups to generate areas of agreement and joint action.

Knowledge of quality improvement sufficient to be able to ensure departmental compliance with the Joint Commission on the Accreditation of Healthcare Organizations and other accrediting agencies.

Knowledge of budgeting principles and practices sufficient to be able to assume budgetary responsibilities as required.

**Physical Demands** (Physical Demands are a general guide and specific positions will vary based on working conditions, locations, and agency/department needs):

*Balancing:* maintain body equilibrium to prevent falling over.

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

*Eye/hand/foot coordination:* performing work through using two or more.

*Feeling:* perceiving attributes of objects by means of skin receptors.

*Fingering:* picking, pinching, or otherwise working with fingers.

*Handling:* seizing, holding, grasping, or otherwise working with hand(s).

*Hearing:* perceiving the nature of sounds by the ear.

*Reaching:* extending the hand(s) and arm(s) in any direction.

*Repetitive motions:* making frequent movements with a part of the body.

*Standing:* remaining on one's feet in an upright position.

*Stooping:* bending the body by bending the spine at the waist.

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

*Lifting:* raising or lowering an object weighing up to 10 pounds.

### **Working Environment:**

Handles absentee replacement on short notice.

Occasional pressure due to multiple calls and inquiries.

Requires judgment/action which could result in death of patient.

Subject to long irregular hours.

Subject to many interruptions.

Subject to varying and unpredictable situations.

### **Education Requirement:**

Bachelor degree in Nursing, Management, or a related field.

***Experience Requirement:***

Three years of professional nursing experience which includes two years of supervisory experience.

***Education/Experience Equivalency:***

Bachelor degree in Nursing or Masters in Nursing will substitute for one year of supervisory nursing experience.

***Licensure and/or Certification:***

All positions require both current CPR Certificate and completion of a Career Service Authority supervisory training course prior to completion of the probationary period. Must possess a Colorado Registered Nurse License or Permit at the time of appointment. The permit is acceptable only until the permanent Registered Nurse License decision is made.

**CLASS DETAIL**

***FLSA CODE:*** Exempt

***ESTABLISHED DATE:*** 12/16/1997

***ESTABLISHED BY:*** Don Braden

***REVISED DATE:*** 11/15/2009

***REVISED BY:*** Melissa Fisher

***CLASS HISTORY*** 2009: The class spec was updated and placed into the new class spec format.