



Career Service Authority  
Senior Director of Nursing

Page 1 of 5

**GENERAL STATEMENT OF CLASS DUTIES**

Directs and supervise the activities of the Nursing Department 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***

Guidelines are in the form of stated vision and objectives for the division or agency.

Work assignment is unstructured and employee is responsible for implementing and managing a variety of objectives, resources, and strategies to achieve the goals of the division or agency. Duties performed include operational and organizational planning, developing standards, schedules, priorities, guidelines, processes, measurement (evaluation) systems, implementation of production and performance management standards, and allocating resources.

Employee is responsible for implementing operational goals and objectives for the management of a range of complex divisions and/or city wide responsibilities and overall functions in which several projects and programs may be in progress with simultaneous, multiple resource involvement. Develops solutions to organizational and operational problems, responsible for organizational management (development, staffing, and conflict), and allocating resources.

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

Under executive direction, the employee is delegated personal responsibilities and authorities over a division, agency, or department. Agency managers or directors, the Mayor, cabinet members, and/or a commission or board may review work for soundness of judgment and conclusion.

***Interpersonal Communications and Purpose:***

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

***Level of Supervision Exercised:***

Supervises second level supervisors.

## ESSENTIAL DUTIES

Provides executive direction to the practice of patient care in collaboration with administration, medical staff and other health care disciplines to ensure the fulfillment of the missions of patient care, education and research.

Directs and supervises the activities of the Nursing Department including Nursing Services, correctional care, and hospital based specialty clinics.

Collaborates with the hospital board, administration, medical staff, and clinical areas at Denver Health.

Determines priorities, policies and procedures to efficiently and effectively accomplish the organization's objectives.

Delegates responsibility and authority over operational functions to subordinate managers or supervisors.

Participates in the assessment of community health care resources for provision of continuity of care for patients discharged and/or referred to another health care facility.

Participates in the ongoing development and implementation of quality improvement/assurance programs for Denver Health.

Develops and implements innovative, cost-effective programs for health care delivery for a culturally diverse patient population that address the full range of patient care needs.

Develops and manages the budget for the division or work functions and allocates funds within the budget to accomplish objectives.

Directs the development of performance evaluation standards for functions managed within the guidelines set by top management. Formally evaluates the work of directly subordinate supervisors and/or staff.

May represent Denver Health in relationships with the community and legislative, governing, and regulatory bodies.

Performs other related duties as assigned or requested.

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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.

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## MINIMUM QUALIFICATIONS

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

**Oral Communication** - Expresses ideas and facts to individuals or groups effectively; makes clear and convincing oral presentations; listens to others; facilitates an open exchange of ideas.

**Leadership** - Inspires, motivates, guides others toward goals; coaches, mentors, challenges staff; adapts leadership styles to various situations; models high standards of honesty, integrity, trust, openness, and respect for individuals by applying these values daily.

**Problem Solving** - Identifies and analyzes problems; uses sound reasoning to arrive at conclusions; finds alternative solutions to complex problems; distinguishes between relevant and irrelevant information to make logical judgments.

**Written Communication** - Expresses facts and ideas in writing in a succinct and organized manner.

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

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

**Interpersonal Skills** - Considers and responds appropriately to the needs, feelings, and capabilities of others; adjusts approaches to suit different people and situations.

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

**Self-Direction** - Demonstrates belief in own abilities and ideas; is self-motivated and results-oriented; recognizes own strengths and weaknesses; seeks feedback from others and opportunities for self-learning and development.

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

**Conflict Management** - Manages and resolves conflicts, confrontations, and disagreements in a positive and constructive manner to minimize negative personal impact.

Knowledge of diverse clinical care operations and patient affairs sufficient to be able to provide direction in the practice of patient care to a variety of health care disciplines.

Knowledge of supervisory theories and methods sufficient to be able to perform a variety of supervisory functions.

Knowledge of supervisory principles and practices sufficient to be able to delegate work and responsibility appropriately.

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

Knowledge of budgeting procedures and requirements sufficient to be able to administer a budget to accomplish objectives.

Knowledge of supervisory principles and practices sufficient to be able to establish and implement subordinates' performance evaluation programs.

Skill in developing techniques and methodologies to resolve unprecedented problems or situations.

Skill in exercising a high degree of initiative, judgment, discretion and decision making to integrate organizational priorities, meet deadlines, and achieve objectives.

Skill in establishing and maintaining effective working relationships with employees, policy making bodies, various officials of public or private entities, and the public.

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 analyzing work functions and developing methodologies to ensure effective and efficient completion of the work assignment.

Skill in developing new programs for a division to optimize operations.

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

Sitting: remaining in the normal seated position.

Handling: seizing, holding, grasping, or otherwise working with hands.

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

Hearing: perceiving the nature of sounds by the ear.

Near acuity: ability to see clearly at 20 inches or less.

### ***Working Environment:***

Contact with patients under a wide variety of circumstances

Pressure due to multiple calls and inquiries

Subject to long irregular hours

Subject to many interruptions

Exposed to infections and contagious diseases

### ***Education Requirement:***

Master's Degree in Nursing, Business Administration, Public Health, Hospital Administration or a related field.

### ***Experience Requirement:***

Three years of experience as a Director or Assistant Director of Nursing in an acute care setting with diverse clinical operations.

### ***Education/Experience Equivalency:***

Additional appropriate education may be substituted for the minimum experience requirement

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(Two years of the appropriate type and level of experience will serve as an equivalency to one year of education.)

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

Possession of a current license as a Professional Nurse issued by the State of Colorado.

**CLASS DETAIL**

***FLSA CODE:*** Exempt

***ESTABLISHED DATE:*** 09/16/1995

***ESTABLISHED BY:*** Unknown

***REVISED DATE:*** 10/25/2009

***REVISED BY:*** 12/16/1997 - Patricia Anderson  
10/25/2009 - Paul Wiberg

***CLASS HISTORY*** 10/2009. Competencies added. Put into a new format.