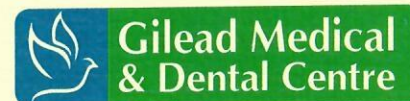


JOB DESCRIPTION - Charge Nurse Manager

Job Title: Nurse Manager
Department: Gilead Medical and Dental Center
Reports To: ED, Medical



Gilead Medical & Dental Centre

The House of Balm
No. C896/3 Kanda Highway
North - Ridge, Accra

P.O. Box 14911, Accra
Tel: +233 (30) 222 7196

Email: info@gileadmedgh.com
Website: gileadmedgh.com

Definition: The Charge Nurse Manager (CNM) is a professional leader as well as a clinical leader, who actively contributes to, and is accountable for meeting key nursing and organizational priorities and objectives.

The CNM sees to it that patient care and patient experience is excellent while ensuring infection control and safety standards put in place and enforced are maintained within the setup.

Charge Nurse Manager is a member of the hospital management team, reports directly to the Executive director, Medical on patient care within the facility and nursing care.

1.0 Summary

The job of the Charge Nurse Manager includes:

1. Bringing into operation the core values of nursing practice and that of the organization, by ensuring a safe and supportive environment for patients and staff
2. Coordinating staff, systems and resources to meet the needs of the patients and their families to the highest standard, efficiently and effectively
3. Accounting for the professional development of nursing staff to ensure they deliver excellence in clinical practice, manage clinical risk and implement processes to improve patient access to the services and achieve quality outcomes for care

2.0 Professional Leadership

Professional responsibility includes accountabilities for professional, legal, ethical and culturally safe nursing practice

Directors:

Prof. Kwame NYAME
Chairman

Emmanuel ADU-SARKODEE

Emmanuel ANKRAH ODAME

Emmanuel AUGUSTUS AMISSAH

Martin YAW ASAMOAH

Isaac ADUPONG

Dr. Catherine ADU-SARKODEE
Medical Director

- Promote quality practice environment that supports the health professional's ability to provide safe, effective and ethical nursing practice
- Reinforce systems and processes to ensure clinical standards and HEFRA values are evident in service delivery
- Ensure policies, procedures and guidelines are accessible for staff reference
- Ensure that clinical standards are met
- Set and clearly communicate clinical standards and behavioral expectations for all nursing staff and hold nursing staff accountable for meeting these expectations
- Ensure conduct in the workplace is ethical and professional according to the Nursing Practice Code
- Lead by example
- In collaboration with doctors, show clinical reasoning and professional judgment in nursing practice issues
- Participate as a member of the management team the implementation of clinical practice initiatives, systems and processes related to health directives, and as agreed by the team, to ensure consistency of best practice across the services

3.0 Professional Practice development

- Attend continuous professional development (CPD) educational opportunities
- Present own portfolio for assessment that meets the accepted standard as a senior nurse
- Seeks feedback on own performance, then act on it
- Ensure the implementation of nursing practice and models of care appropriate to patients' need

4.0 Clinical Management of Nursing Care and nursing Practice monitoring

Management of nursing care includes accountability related to patient/client assessment and management that is supported by evidence

- Undertake daily leadership rounds of the medical center
- Develop and utilize systems and processes to ensure that patient flow KPIs are met
- Ensure appropriate duty allocation, shift co-ordination, and manage patient flow
- Situational Awareness – should know what is happening in the OPD and IPD while assessing wait times / clinic volumes, to proactively manage care provision
- Work alongside medical staff to ensure that the patient or family members are given explanation of the effects, consequences and alternatives of proposed treatment options
- Ensure that nursing documentation is accurate while maintaining patient confidentiality
- Ensure that service delivery is patient (and family) focused and results in a positive patient experience
- Standard nursing protocols and infection control should be adhered to
- Ensure that current HEFRA values are adhered to in the nursing practice
- Present care management reports monthly, quarterly and annually to director

5.0 Equipment & Supplies

- Ensure equipment used by nursing staff is checked, available appropriate to the service needs, is well maintained i.e. clean, serviced
- Work with Clinical Engineering to ensure regular maintenance
- Plan replacement program with management
- Ensure inventory of equipment and supplies is current and staff trained in effective use of equipment
- Undertake evaluation of new products and seek ways to minimize costs and support standardization Correctly complete expenditure submissions

6.0 Team management and recruitment

- Have a good system for managing the nursing team, including knowledge of skill /practice level, development plans, education plans, appraisal schedule
- Review staffing profiles
- Builds an environment of excellence and innovation that empowers nurses and other team members to be active participants in the multidisciplinary team

7.0 Drawing Nurses schedules

- Ensure it is fair, balanced and cost effective
- Ensure skill mix is appropriate and cost effective
- Be proactive in addressing planned absences and roster shortfalls
- Monitor and address staff absences to support the staff member and support the team
- Workforce and resources must be scheduled to deliver a responsive and efficient service to meet OPD operational hours
- Coordinate resources present (right people/skill mix in the right place/roster) with staff doing the right things (standards & supervision), at the right time (monitoring) to achieve the right outcome

9.0 Performance Development and Management

- Ensure all nursing staff receive support during orientation, receive access to learning and competence assessment, appraisal annually, a development plan of skill and expertise and acknowledge their potential e.g. resource role, levels of practice, access to education opportunities
- Include audit of nursing practice, appraisal, development plan, coaching and feedback
- 100 % compliance with mandatory and core training for safety.