



**NORTON SOUND  
HEALTH CORPORATION**

**POSITION DESCRIPTION**

**EMPLOYEE NAME:**

**POSITION TITLE:** Outpatient Nursing Manager  
**JOB CODE:** 33114-63  
**GRADE:** 9  
**EXEMPT:** Yes  
**TRAVEL REQUIRED:** No

**PREPARED BY:** Human Resources  
**APPROVED BY:** Corporate Officers

**DATE:** 12/08  
**DATE:** 2/06

**DEPARTMENT:** Outpatient Nursing  
**DIVISION:** Hospital Services

**REPORTS TO:** Director of Nursing

**SUPERVISES:** Supervises RN's, LPN's, Nursing Assistants, Appointment Coordinator and Unit Clerks.

**PURPOSE OF POSITION:** To manage the Outpatient Nursing Department, Ambulatory Care Services and Specialty Clinic while providing patient and family focused care in accordance with NSHC's mission, philosophy, policies, and procedures while applying standards for professional nursing practice in the clinical setting.

NOT  
APPLICABLE

MET  
STANDARD

DID NOT MEET  
STANDARD

**MAJOR RESPONSIBILITIES:**

I. Core Competencies:

I. A. Nursing Process and Professionalism:

- Utilizes the nursing process of assessment, diagnosis, planning, intervention, and evaluation when: assessing the patient's condition and needs; setting outcomes; implementing appropriate nursing actions to meet the patient's/family's physical, emotional, spiritual, social, intellectual and safety needs; and evaluating patient's progress.
- Represents NSHC in a professional manner while acting as an advocate for patients/families, physicians, and other staff members.
- Maintains quality and efficiency standards as set by the immediate supervisor and makes recommendations for improvements.
- Participates in activities that promote professional growth and self-development. Attends pertinent in-services, departmental and other meetings as requested by the immediate supervisor.
- Adheres to all NSHC dress codes, personnel, safety policies and attendance policy.
- Upholds NSHC's vision, mission, corporate values and Code of Conduct.

B. Problem Solving/Critical Thinking:

- Identifies work-related problems with possible solutions and implements solution(s), when appropriate.
- Maintains constant awareness of the legal aspects of nursing and demonstrates this in decisions regarding patient care within the Registered Nurse scope of practice.

C. Assessments and Interventions: Demonstrates system based assessments identifying patient problems and needs with appropriate interventions to achieve desirable outcomes.

D. Procedures, Therapies, and Treatments: Maintains an in-depth knowledge of nursing principles, practices, standards, and techniques and applies this knowledge in accordance with NSHC policies and procedures and in compliance with State and federal laws/regulations.

E. Care Management: Functions to assure nursing care is accomplished effectively and efficiently in a cost effective manner, discharge planning is carried out, and the medical regime for each patient is implemented when properly prescribed and/or supported by the physician. Delegates/assigns tasks/duties to other members of the department as appropriate.

F. Documentation: Gathers data and accurately documents information in a timely manner demonstrating the utilization of the nursing process to promote patient outcomes.

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<p><b>MAJOR RESPONSIBILITIES:</b></p> <p>G. Safety:</p> <ul style="list-style-type: none"> <li>• Maintains and demonstrates a thorough knowledge of departmental and corporate safety policies and procedures as they pertain to the job, including the fire and disaster plans.</li> <li>• Performs CPR according to policy.</li> <li>• Maintains a safe environment for patients, guests and staff.</li> <li>• Maintains confidentiality of information deemed confidential.</li> </ul> <p>H. Teamwork Expectation:</p> <ul style="list-style-type: none"> <li>• Maintains harmonious and cooperative relations with fellow employees, management, patients and guests.</li> <li>• Promotes healing by maintaining a peaceful, orderly and clean environment.</li> <li>• Acts as a role model in maintaining a professional atmosphere.</li> </ul> <p>I. Patient Education: Participates in facilitating patient's and family's learning throughout the hospital experience in preparation for discharge. Reinforces patient's continued health care through teaching and/or referral to community agency follow-up.</p> <p>J. Medication Administration: Calculates dosages and administers medications accurately.</p> <p>K. IV/Enteral Therapy: Provides safe and accurate IV and enteral therapy.</p> <p>II. Performs other related work as directed by immediate supervisor (i.e. participates in orientation of new personnel, attends meetings and court hearings when needed, and completes assigned tasks in a timely manner).</p> <p>III. Department/Area Specific: Outpatient Nursing</p> <p>A. Customer population specific</p> <ul style="list-style-type: none"> <li>• Demonstrates ability to work with and provide appropriate service and information to the clients, general public, outside agencies, departments, employees and management.</li> </ul> <p>1. Provides care to the following age groups:  <input type="checkbox"/> Embryo <input type="checkbox"/> birth <input type="checkbox"/> infant (0-2yrs) <input type="checkbox"/> child <input type="checkbox"/> pre-adolescent  <input type="checkbox"/> Adolescent <input type="checkbox"/> adult <input type="checkbox"/> geriatric <input type="checkbox"/> maternal/neonate</p> <p>B. Demonstrates ability to care for medical, critically ill, traumatically injured, mental health, maternal/neonate, and pediatric patient populations according to policy and procedure. Uses the nursing process to assess, plan, implement, and evaluate the care of these patients.</p> <p>C. Supervisory Responsibilities:</p> <ul style="list-style-type: none"> <li>• Responsible for all personnel matters in regards to the RN's, LPN's, Nursing Assistants, Appointment Coordinator and clerical staff.</li> <li>• Implements department programs, projects or changes annually to promote productivity, enhance services, and/or increase staff awareness of the need to control costs.</li> <li>• Preparation of fiscal year budget and staffing requests.</li> <li>• Maintains and monitors fiscal concerns and viability.</li> <li>• Establishes work schedule and assignment procedures to ensure coverage as demonstrated by maintaining staffing within approved budget.</li> </ul>				

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<p><b>MAJOR RESPONSIBILITIES:</b></p> <ul style="list-style-type: none"> <li>• Planning: Participates and contributes to corporate wide planning, and; anticipates and reacts appropriately to changing workloads of departments.</li> <li>• Organizing: Established and maintains an effective organizational structure for the Unit; deploys staff and utilizes other resources effectively, and; integrates unit goals with those of other units/divisions.</li> <li>• Leading: Effectively represents NSHC in state and regional meetings; resolves inter-personal staff conflicts effectively and promptly, and; advocates for NSHC.</li> <li>• Evaluation: Evaluates units effectiveness and develops appropriate plan to improve; recognizes and promptly deals with important divisional issues and brings corporate-wide issues forward for resolution, and; conducts program, department and staff evaluations in an effective and timely manner.</li> </ul> <p><b>QUALIFICATIONS:</b></p> <p>Education: Graduate of an accredited school of nursing.</p> <p>Registration/Certification: BLS certification is required. ACLS, PALS and NRP certification is preferred.</p> <p>Licensure: Must be licensed as an RN by the State of Alaska.</p> <p>Experience: Five years of hospital clinical nursing experience is required, preferably in the Outpatient setting, with one year in a supervisory capacity.</p> <p>Skills: This position requires good organizational skills with attention to detail. Must be able to communicate effectively (oral and written). Possess ability to follow detailed written and oral instruction. Demonstrate professionalism, consideration and confidentiality towards others in stressful situations.</p> <p>Physical Requirements: Must be in good general health. Must be physically able to talk, hear, type, file, write, bend, stoop, reach and ability lift 50 pounds or more. Continuous amount of walking, sitting and/or standing is required. Must be able to fly in small aircraft in inclement weather.</p> <p>Personal Traits: Must be courteous, accountable, and responsible for self and actions; dependable, honest, cooperative, adaptable, versatile, mature, good listener, objective and able to remain calm under stress. Must have ability to adapt emotional responses to the needs of people of varying temperament and disability.</p> <p>Working Conditions: Well-lighted and ventilated work area on the Outpatient unit.</p> <p>Work Hours: Normal working hours are Monday through Friday, 8am to 5pm, however, since this is an exempt position evening and weekend work is expected.</p> <p>Travel: Travel may be required for medivacs. Travel may be via small aircraft.</p>				