

1. IDENTIFICATION

Position No. 10-04311	Job Title Nurse Manager Inpatient Services	Supervisor's Position Director Clinical Services (10-12030)
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Department Health	Division/Region Iqaluit Health Services	Community Iqaluit, Nunavut	Location Qikiqtani General Hospital
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2. PURPOSE

<p>Main reason why the position exists, within what context and what the overall end result is.</p> <p>Reporting to the Director Clinical Services, the Nurse Manager Inpatient Services (Nurse Manager) provides program oversight and expertise by coordinating, planning, developing, implementing, and evaluating all Inpatient Care Unit programming.</p> <p>The Nurse Manager Inpatient Services is a member of the inpatient care services team that coordinates and manages a multidisciplinary inpatient care team; nurses, registered respiratory therapy services, and support services on the inpatient unit at the Qikiqtani General Hospital (QGH) which will involve coordination of expertise, client care and clinical practice across Iqaluit Health Services (IHS), within the Department of Health, and in collaboration with external stakeholders as required.</p> <p>The Nurse Manager is responsible for providing administrative oversight and clinical supervision for all staff working within the program, as well as ensuring all inpatient services staff receive the required training and certification.</p> <p>The Nurse Manager will be responsible for developing and administering the inpatient services program budget, as well as monitoring the program expenditures.</p>
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3. SCOPE

<p>Describe the impact the position has on the area in which it works, or if it impacts other departments, the government as a whole, or the public directly or indirectly. How does the position impact those groups/individuals, the organization and/or budgets? What is the magnitude of that impact?</p> <p>The Nurse Manager, Inpatient Services provides leadership, direction, coordination, and support to QGH the inpatient care services program areas which includes adult and pediatric clients care for: acute care, medical surgical care, continuing care, mental health, obstetrics, palliative care, and discharge planning. The incumbent ensures that all program activities are performed in a manner consistent with the goals, mandates, policies, procedures, guidelines, and protocols (PPGPs) of IHS and the GN Department of Health, as well as professional guidelines and Accreditation Canada standards. The Nurse Manager works in a multi-disciplinary team setting in collaboration with internal and external stakeholders and the community to provide high-quality inpatient care services.</p> <p>This position has a direct impact on the delivery of services to patients. The incumbent's decisions and recommendations affect the services that are provided and affect not only the provision of services, but the cost of the services provided.</p>
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4. RESPONSIBILITIES

Describe major responsibilities and target accomplishments expected of the position. List the responsibilities that have the greatest impact on the organization first and describe them in a way that answers *why* the duties of the position are being performed. For a supervisory or management position, indicate the subordinate position(s) through which objectives are accomplished.

Manages the Inpatient Care Services Unit programs and their administrative operation by:

- Ensuring the preparation, delivery, and evaluation of a comprehensive suite of inpatient care and services, which are supported by operational processes and PPGPs that facilitate work in an accountable and efficient manner.
- Ensures that the preparation, delivery and evaluation of Inpatient Care Services are in accordance with accepted standards, guidelines and scope of professional nursing practice;
- Directing the provision inpatient services care, while ensuring compliance with territorial and federal legislation, professional regulations, PPGPs, and practice standards.
- Ensuring communication and collaboration with internal and external partners and community engagement to inpatient services program development and delivery.
- Ensuring communication strategies are in place to facilitate discussion and dissemination of information across the program and throughout the region, as required.
- Acting as a change agent in IHS to support and introduce creative and responsive inpatient care focused programs and initiatives.
- Liaising, developing, and maintaining cooperative and effective relationships with the interdisciplinary team, administration, internal and external stakeholders, and the community.
- Maintaining regular communication IHS leadership.
- Consulting with individuals/groups and compiling data to perform periodic needs assessments to establish program priorities.
- Supporting a culture of collaboration, openness, transparency, trust, and accountability across the program.
- Participating in IHS and Department of Health committee membership structure as required.
- Addressing patient complaints and incident reports; and providing debriefing of such to the Director Clinical Services.
- Ensuring Accreditation Standards applicable to the service area are met.
- Leading and/or participating in committees and working groups to ensure Accreditation standards are followed and Continuous quality improvement initiatives are implemented.
- Maintaining accurate statistics and indicators that are needed for CIHI or Accreditation Canada.
- Ensures that staff schedules have an equal mix/variety of knowledge/skills to cover all areas of nursing services provided;
- Ensures the unit is adequately supplied; manages ordering of supplies and is responsible for inventory of stock and specialized items
- Manages service contracts needed to the operation of the inpatient unit
- Participates in Iqaluit Health services capital planning and business cases development.

Providing professional and clinical supervision to ensure the safe and effective delivery of Inpatient Care Services Unit programs and services by:

- Directly supervising dedicated clinical and administrative staff.
- Ensuring practice in accordance with professional guidelines, standards of practice, and IHS and Government of Nunavut PPGPs.
- Ensuring relevant PPGPs are developed, as required.
- Implementing and monitoring adherence to approved PPGPs and programming.

- Coordinating the orientation and training of new staff.
- Coordinating training opportunities by working collaboratively with those responsible for staff training (i.e. Human Resource, Programs and Standards, clinical nurse educator, etc) to ensure staff have access to required training & development resources.
- Assigns preceptor or mentor for Nursing Students, Graduate Nurses, or Community Health Nurses requiring upgrading of skills;
- Conducting staff meetings to disseminate information, problem solve and team build.
- Ensuring that records, files, and documents are secure and maintained according to professional and legal guidelines.
- Acting as an advocate for clients and families and equitable access to inpatient care services.
- Providing direct clinical client care at the discretion of the incumbent for the purpose of maintaining clinical skills, as required service demand, acuity, or as directed by the Director Clinical Services.

Responsible for effective human resource management of the Inpatient Care Services

Team by:

- Leading and supporting the development of a cohesive, high performing inpatient care team, including the onboarding, mentoring, coaching and ongoing professional development.
- Participates in employee selection; completes regular staff performance evaluations and imposes progressive discipline; staff scheduling; leave and attendance management; credit accumulation and orientation of nursing and support staff;
- Consistently monitoring staff performance and imposing progressive disciplinary action, when necessary.
- Monitoring leave and attendance and performing audits to ensure all information is accurate prior to clearances.
- Liaising with HR to develop and implement strategies to attract and maintain inpatient services talent and manage succession planning.
- Monitoring demand/use of services and adjusting resource allocation.

Contributes to an effective operations and financial management plan by:

- Overseeing operations and financial management for Inpatient Care Services
- Implementing strategies to achieve operational efficiencies, quality care and value for money which are in accordance with the *Financial Administration Act*, Financial Administration Manual and IPH and Department of Health policies.
- Participating in IHS capital planning and business cases development.
- Effectively applying controls and managing the inventory of supplies and equipment.
- Overseeing the annual inpatient program budget and monitoring expenditures.
- Completes and submits staff payroll and all required payroll documentation.
- Developing, negotiating, and auditing contracts as required.

Establishes and models a culture of continuous quality improvement (CQI) by:

- Working collaboratively to implement structures and processes which ensure best practice, evidence informed PPGPs are in place to consistently deliver high quality, well-coordinated, and integrated care that delivers high level outcomes and client satisfaction.
- Ensures compliance with documentation standards, PPGPs, and mandated reporting requirements.
- Developing and implementing annual work plans with measurable objectives.
- Acting as a role model, change agent, and motivator to support quality improvement changes within IHS.

- Identifying emerging health policy issues and leads team approach to mitigate risks associated with the issues.
- Ensures occupational health and safety processes and training are in place.
- Leading and/or participating in committees and working groups to ensure AccreditationCanada standards are followed and CQI initiatives are implemented.
- Participating in Quality Risk Management (QRM) processes by reviewing incident reports to identify and implement program changes and/or education gaps to reduce risk.

Represents/Assists the Director Clinical Services where necessary by:

- Collaborating with the Director of Clinical Services to ensure that all programs and projects are aligned with IHS and the Department of Health vision and strategic plans.
- Serving on task forces, committees and working groups as requested.
- Functions as a team member of Inpatient Care when needed in the following units/areas with the expectation that it must be done on short notice; intensive care, paediatrics, obstetrics emergency, outpatients, medical/surgical, psychiatry palliative care, continuing care, day surgery, operating room and recovery room.
- When Inpatient Care Services staffing levels demand so, the Nurse Manager must function in the role of a Registered Nurse Inpatient Care thus providing all the requirements in the job description of a Registered Nurse Inpatient Care.
- Demonstrates knowledge and skill for all areas of nursing.
- All other duties as required, as directed by Director Clinical Services.

5. KNOWLEDGE, SKILLS AND ABILITIES

Describe the level of knowledge, experience and abilities that are required for satisfactory job performance. *Knowledge* identifies the acquired information or concepts that relate to a specific discipline. *Skills* describe acquired measurable behaviours and may cover manual aspects required to do a job. *Abilities* describe natural talents or developed proficiencies required to do the job.

These requirements are in reference to the *job*, not the incumbent performing the job.

Contextual Knowledge

- Theories, principles and practices in the fundamentals of inpatient care services.
- Knowledge of best practices and current trends for inpatient care services.
- Theories, principles and practices of HR and Financial Administration.
- Theories, principles and practices of project management: program development, coordination, implementation, and evaluation.
- Applicable legislation, policies and procedures including knowledge of ATIPP and privacy best practices.
- Theories, principles and practices of policy development.
- Knowledge of applicable Accreditation Canada standards.
- Theories, principles and practices of adult learning.
- Familiarity with and sensitivity to the culture and values of Nunavummiut and an understanding of Inuit Qaujimajatuqangit.

Skills and Abilities

- Ability to apply clinical framework.
- Ability to advocate on behalf of patients and for the department.
- Ability to develop, coordinate and evaluate inpatient care services.
- Ability to maintain a high degree of confidentiality.

- Ability to work in a multi-disciplinary team.
- Ability to be an innovative and collaborative leader with the skills to engage a team of multidisciplinary professionals.
- Ability to exercise flexibility and capacity to manage numerous and diverse activities, organizing and prioritizing appropriately to meet demands and expectations.
- Organization and time management skills.
- Ability to teach effectively on an individual or group basis.
- Ability to interpret and communicate health care data, PPGPs, and legislation.
- Ability to identify need for and create PPGPs relevant to the program area.
- Strong interpersonal skills in a clinical setting.
- Effective verbal and written communication skills.
- Basic computer skills and knowledge of MS Word, MS Excel.
- Ability to use discretion and practice good judgment in various and sometimes stressful situations.
- Ability to prepare concise, efficient and effective written documents at a standard acceptable to national health care organizations and the Nunavut Legislative Assembly.
- Ability to effectively assess the impact of external change on health programs and services.
- Ability to build strong relationships and foster a cooperative environment.

The above knowledge, skills and abilities are typically acquired through;

- An undergraduate degree or diploma (with equivalencies) in nursing.
- Five (5) years clinical experience as an RN in Inpatient Services, critical care, obstetrics, or related experience.
- One (1) year of supervisory or management experience
- Eligible for registration with CANN.
- The incumbent must attend/successfully complete the Neonatal Resuscitation Program, Pediatric Advanced Life Support (PALS), Advanced Cardiac Life Support (ACLS) within six months of hire. These mandatory certifications are to be renewed as per course guidelines for renewal.

Assets:

- Experience with budgeting and finance is an asset.
- The ability to communicate in more than one of Nunavut’s official languages is an asset.

This is a Highly Sensitive Position. Vulnerable Sector and Criminal Records checks are required upon hire.

6. WORKING CONDITIONS

List the unavoidable, externally imposed conditions under which the work must be performed and which create hardship for the incumbent. Express frequency, duration and intensity of occurrence of physical demands, environmental conditions, demands on one’s senses and mental demands.

Physical Demands

Indicate the nature of physical demands and the frequency and duration of occurrences leading to physical fatigue.

- Will require Manager to attend numerous meetings and many hours of administrative work causing further physical stress and fatigue.

Environmental Conditions

Indicate the nature of adverse environmental conditions to which the jobholder is exposed, and frequency and duration of exposures. Include conditions that disrupt regular work schedules and travel requirements.

- Handling of biologic agents;
- Exposure to blood and body fluids, and to contagious diseases;
- Exposure to emotionally difficult or potentially violent situations on the unit.

Sensory Demands

Indicate the nature of demands on the jobholder's senses to make judgments through touch, smell, sight and hearing, and judge speed and accuracy.

- Attention to detail is required when reviewing and preparing documentation and reports;
- Clinical work requires accurate assessment through the use of all the senses, and accurate and speedy judgment, at times under pressure.

Mental Demands

Indicate conditions that may lead to mental or emotional fatigue.

- The position routinely deals with a high degree of stress, time-limited decision-making, unforeseen circumstances, and, evolving and changing priorities, assessing and supporting critical and inpatient care situations;
- The role requires tactful interaction with patients, families and staff;
- There is a need to manage complex issues concurrently while maintaining significant attention to detail;
- The work entails the stress inherent in dealing with public demands and the needs of anxious, ill and disabled people.

7. CERTIFICATION

_____ Employee Signature	_____ Supervisor Title
_____ Printed Name	_____ Supervisor Signature
Date: _____	Date _____
I certify that I have read and understand the responsibilities assigned to this position.	I certify that this job description is an accurate description of the responsibilities assigned to the position.
_____ Deputy Head Signature	
Date	
I approve the delegation of the responsibilities outlined herein within the context of the attached organizational structure.	

8. ORGANIZATION CHART

Please attach Organizational Chart indicating incumbent’s position, peer positions, subordinate positions (if any) and supervisor position.

“The above statements are intended to describe the general nature and level of work being performed by the incumbent of this job. They are not intended to be an exhaustive list of all responsibilities and activities required of this position”.