



**Job Code:** 5384

**Grade:** NS3

**HCWR:** N

**Job Title**

Nurse Coordinator II

**Department**

Emergency Department - Provident

This position is exempt from Career Service under the CCH Personnel Rules.

**Job Summary**

The Nurse Coordinator II oversees all aspects of patient care and is accountable for the care of inpatient and observation patients assigned to 8 West or the Intensive Care Unit on a 24 hour/7-day basis, by evaluating, directing, and supervising all activities of the nursing staff. This position has first line responsibility for clinical supervision, patient care, personnel management, budgeting, and quality service delivery for the assigned area. The Nurse Coordinator II acts as the day-to-day manager for all nursing staff of the unit.

**General Administrative Responsibilities**

*Collective Bargaining*

- Review applicable Collective Bargaining Agreements and consult with Labor Relations to generate management proposals
- Participate in collective bargaining negotiations, caucus discussions and working meetings

*Discipline*

- Document, recommend and effectuate discipline at all levels
- Work closely with labor relations and/or labor counsel to effectuate and enforce applicable Collective Bargaining Agreements
- Initiate, authorize and complete disciplinary action pursuant to CCH system rules, policies, procedures and provision of applicable collective bargaining agreements

*Supervision*

- Direct and effectuate CCH management policies and practices
- Access and proficiently navigate CCH records system to obtain and review information necessary to execute provisions of applicable collective bargaining agreements



**General Administrative Responsibilities**

*Management*

- Contribute to the management of CCH staff and CCH' systemic development and success
- Discuss and develop CCH system policies and procedures
- Consistently use independent judgment to identify operational staffing issues and needs and perform the following functions as necessary; hire, transfer, suspend, layoff, recall, promote, discharge, assign, direct or discipline employees pursuant to applicable Collective Bargaining Agreements
- Work with Labor Relations to discern past practice when necessary

**Typical Duties**

- Collaborates with the Nursing Leadership to develop evidence-based nursing care standards ensuring quality patient care in assigned unit is delivered within CCH established service standards, regulatory and professional standards of care.
- Develops and implements an effective operating plan for the delivery of nursing care within the designated nursing unit. The operating plan applies to delivery of care including ongoing patient assessment, delivery of medication, and the operation protocol for medical equipment.
- Identifies opportunities for process improvement and initiates improvement efforts within the unit to increase and exceed unit performance measures, in collaboration with interdisciplinary team.
- Conducts patient observations, reviews verbal reports and written documentation, and establishes immediate and long-term corrective action plans.
- Areas of unit performance include compliance with standards of care, LOS, agency and overtime costs, position vacancies and turnover rates.
- Develops long-term unit staffing schedules to ensure adequate daily coverage in accordance with staffing needs.
- Holds primary responsibility for hiring, training, and disciplinary actions of unit nursing staff.
- Drives employee performance by setting clear performance expectations for unit nursing staff and providing necessary information and tools to achieve desired performance.
- Provides daily guidance to staff regarding patient care delivery and problem solving.
- Identifies staff development opportunities and works with nursing education department or outside sources to provide nurses with continuous education and opportunity for growth and development. (Incorporates 1:1 and small group teaching into daily supervision activities)
- Ensures all nursing staff meets requisite credential and licensure requirements. Maintains awareness of trends in the profession that would impact on those requirements.
- Partners with nursing team to proactively assess the quality of patient care delivered by nursing staff and to evaluate overall unit effectiveness in meeting care treatment goals.
- Ensures nursing staff follows accurate and complete documentation procedures at all times.
- Completes required quality assessment and performance improvement reports for the unit and develops and implements corrective action plans.
- Maintains a safe, culturally sensitive, and caring patient environment that is reflective of CCH standards, as well as patient and family expectations.



### **Typical Duties**

- Demonstrates and promotes awareness of patient care rights; serves as patient advocate.
- Coordinates efforts of ancillary health services to ensure proper maintenance of unit medical equipment including life sustaining equipment.
- Prepares and monitors unit personnel, supply, and equipment budgets to ensure expenses are maintained within budgetary guidelines.
- Performs other related duties as required.

### **Minimum Qualifications**

- Bachelor of Science in Nursing (BSN) from a school of nursing
- Licensed as a Registered Professional Nurse in the State of Illinois
- Five (5) years of nursing experience within an acute care setting
- Three (3) years of intensive care experience as a Nurse Supervisor and/or Nurse Manager
- Current Advanced Cardiac Life Support (ACLS) certification obtain through the American Heart Association
- Current Basic Life Support (BLS) certification obtained through the American Health Association

### **Preferred Qualifications**

- Master of Science in Nursing or other related health care field from an accredited college or university
- Seven (7) years of current nursing within an acute care setting
- Four (4) years of emergency room experience within an acute care setting experience as a Nurse Supervisor and/or Nurse Manager
- Certification as a Critical Care Registered Nurse (CCRN)
- Bi-lingual (English/Spanish)

### **Knowledge, Skills, Abilities and Other Characteristics**

- Demonstrates skill in staffing and the management of nursing personnel
- Demonstrates good judgment in the selection of new staff members using appropriate interview techniques
- Thorough knowledge of the job description and key requirements for each position on the unit; holds subordinates accountable for responsibilities inherent in their position, at all times
- Demonstrates skill in the coordination and the management of patient care unit
- Thorough knowledge of the Hospital and Nursing Department's mission, philosophy, goals, objectives, policies, and procedures
- Demonstrates understanding of the current requirements of accrediting agencies [Illinois Department of Public Health (IDPH), The Joint Commission on Accreditation of Healthcare Organizations]
- Thorough knowledge of safety policies and procedures
- Ability to maintain all unit equipment in proper working condition
- Thorough knowledge of expected staff response in hospital emergency, fire, and demonstrates the ability to direct the activities of the nursing unit in the event of an emergency situation of patient evacuation



**Knowledge, Skills, Abilities and Other Characteristics**

- Strong interpersonal skills to interact with staff, patients, hospital staff, patient families
- Excellent oral, verbal, and written communication skills necessary to communicate with all levels of staff and a patient population composed of diverse cultures and age groups
- Strong leadership and project management skills
- Ability to articulate in a clear and professional manner when presenting and demonstrating techniques
- Analytical, organizational, problem-solving, critical thinking, and resolution skills
- Ability to prioritize, plan, and organize projects and tasks
- Ability to multi-task and meet deadlines in a fast paced and stressful environment
- Ability to adhere to department policies and standards utilizing best practices
- Ability to maintain a professional demeanor and composure when challenged
- Ability to function autonomously and as a team member in a multidisciplinary team for long periods of time
- Demonstrates attention to detail, accuracy, and precision

**Physical and Environmental Demands**

This position is functioning within a healthcare environment. The incumbent is responsible for adherence to all hospital and department specific safety requirements. This includes but is not limited to the following policies and procedures: complying with Personal Protective Equipment requirements, hand washing and sanitizing practices, complying with department specific engineering and work practice controls and any other work area safety precautions as specified by hospital wide policy and departmental procedures.

**The above statements are intended to describe the general nature and level of work being performed by people assigned to this classification. They are not intended to be construed as an exhaustive list of all responsibilities, duties and skills required of the personnel so classified.**

**For purposes of the American with Disabilities Act, “Typical Duties” are essential job functions.**