



**Job Code:** 9300  
**Grade:** NS2  
**HCWR:** N

**Job Title**  
Clinical Operations Nurse Supervisor

**Department**  
Nursing

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

**Job Summary**

The Clinical Operations Nurse Supervisor provides off shift supervision overseeing all aspects of patient care within the assigned nursing division, in conjunction with the Nurse Coordinator II, and will also provide oversight to the other nursing divisions, on a 24-hour basis providing coverage when needed, by evaluating and supervising all activities of the nursing staff. This position has first line responsibility for clinical and personnel management, patient care, and quality service delivery for the assigned areas in Cook County Health (CCH).

**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 Nursing Leadership to develop nursing care standards ensuring patient care in unit is delivered within hospital 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.
- Identifies opportunities for process improvement and initiates improvement efforts within the unit to increase and exceed unit performance measures.
- 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.
- 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 problems including providing coverage during staffing shortages throughout the division.
- Ensure regulatory compliance for the assigned Nursing units
- Identifies staff development needs and works with nursing education department or outside sources to provide nurses with continuous education and opportunity for growth and development.
- Ensures all nursing staff meets requisite credential and licensure 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.
- Maintains a safe, culturally sensitive, and caring patient environment that is reflective of CCH standards, as well as patient and family expectations.
- Demonstrates and promotes awareness of patient care rights; serves as patient advocate.
- Coordinates the efforts of ancillary health services to ensure continuity of patient care and positive communication with all hospital staff.
- Ensures proper maintenance of unit medical equipment including life-sustaining equipment.



**Typical Duties**

- Prepares and monitors unit personnel, supply, and equipment budgets to ensure expenses are maintained within budgetary guidelines.
- Attends and participates in division, department, and committee meetings, when necessary.
- Performs other related duties as required.
- Nurse
- Manager
- Must be certified in Advanced Cardiovascular Life Support (ACLS) certification
- Must have active Cardiopulmonary Resuscitation (CPR) certification

**Minimum Qualifications**

- Bachelor of Science in Nursing (BSN) from a school of nursing
- Licensed as a Registered Professional Nurse in the State of Illinois
- Three (3) years of nursing experience within the assigned areas of specialty within a Hospital.
- One (1) year of experience in nursing supervision or experience as a Charge Nurse and/or
- Must be able to work nights and weekends, as needed.

**Preferred Qualifications**

- Certification as a Med/Surg Nurse (CMS-RN)
- Magnet experience
- Certification in Quality Improvement or Nursing Administration

**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 Departments mission, philosophy, goals, objectives, policies, and procedures
- Demonstrates understanding of the current requirements of accrediting agencies [Illinois Department of Public Health (IDPH), Joint Commission on Accreditation of Healthcare Organizations (JACHO)]
- 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
- 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



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

- 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
- 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.**