

## Job Description

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<b>Job Title:</b>	Nursing Supervisor
<b>Department:</b>	Campus Wellness
<b>Reports To:</b>	Associate Director, Health Services, Campus Wellness
<b>Jobs Reporting:</b>	Registered Nurses, Registered Practical Nurses
<b>Salary Grade:</b>	USG 10
<b>Effective Date:</b>	February 2018

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### **Primary Purpose**

Reporting to the Associate Director, Health Services, the Nursing Supervisor's primary role is to supervise and guide a team of clinical staff as they provide timely and effective health care to the Health Services Clinics. The Nursing Supervisor (NS) will promote and restore patient's health by developing day-to-day management of the clinical care area; directing and developing staff; collaborating with physicians, nurse practitioners, and multidisciplinary professional staffs; and provide physical and psychological support for patients.

The NS will have a strong focus on inter-professional collaboration and support of the inter-disciplinary team. The role includes a majority of direct clinical service provision in order to ensure that the NS maintains excellent clinical skills and a comprehensive understanding of daily operational processes both in the Student Health Clinic and the Family Health Clinic. The NS supports the clinical team in a dynamic environment and must maintain adherence to established clinical standards at all times.

### **Key Accountabilities**

#### **Staff Management**

- Participates in the selection of nursing staff, as well as orientating, training, assigning, and scheduling of the nursing staff.
- Completes patient care requirements by scheduling and assigning nursing and staff
- Follows up on work results
- Monitors and supports excellent performance of staff
- Provides mentorship and assists in skill development for nursing staff.
- Supports patient needs by utilizing multidisciplinary team strategies

#### **Practice Support**

- Meets nursing operational standards by contributing information to strategic plans and reviews
- Implements productions, productivity quality, and customer-service standards
- Resolves problems
- Identifies variances
- Identifies system improvements
- Maintains nursing guidelines by assisting in writing and updating policies and procedures

#### **Clinical Service Provision**

- Provides direct clinical services on a rotating schedule through clinical nursing positions in both the Student Clinic and the Family Health Clinic
- Ensures operation of medical and administrative equipment by verifying emergency equipment availability. Completes preventive maintenance requirements, following manufacturers' instructions,

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<p>troubleshooting malfunctions, calling for repairs. Maintains equipment inventories, evaluating new equipment and techniques.</p> <ul style="list-style-type: none"><li>• Maintains nursing/medical supplies inventory by studying usage reports, identifying trends, anticipating needed supplies; approving requisitions as needed</li></ul>
<p><b>Public Health Initiatives</b></p> <ul style="list-style-type: none"><li>• Maintains and coordinates, in partnership with the University Medical Director and the Associate Medical Director, ongoing/annual programs including immunizations, screening clinics and other Public Health initiatives as appropriate for the patient populations in both the Student Clinic and Family Health Clinic.</li><li>• Protects patients and university employees by developing and interpreting infection-control policies and protocols</li><li>• Enforces medication administration, storage procedures, and controlled substance regulations</li></ul>
<p><b>Interdisciplinary Team Collaboration</b></p> <ul style="list-style-type: none"><li>• Maintains a cooperative relationship among health care teams by communicating information, responding to requests, building rapport, and participating in team problem-solving methods</li></ul>
<p><b>Policy Review and Medical Directives</b></p> <ul style="list-style-type: none"><li>• Regularly reviews, updates and obtains approval of relevant policies and medical directives that pertain to Nursing in the Clinic</li></ul>

### Required Qualifications

<p><b>Education</b></p> <ul style="list-style-type: none"><li>• R.N. diploma in Nursing from a recognized School of Nursing (required)</li><li>• Preference will be given to candidates presenting with Bachelor's level training</li><li>• Holds an unrestricted license for independent practice from the College of Nurses of Ontario (CNO)</li><li>• Current Cardiopulmonary Resuscitation (CPR) and Automated External Defibrillator (AED) certification</li><li>• Evidence of ongoing continuing education (required)</li></ul>
<p><b>Experience</b></p> <ul style="list-style-type: none"><li>• At least five years clinical practice experience in a community-based practice with at least three years in a leadership role</li><li>• Previous experience with Electronic Medical Record (EMR) system(s)</li><li>• Post-graduate management training, or management experience in a clinical setting (preferred)</li><li>• Proven work experience as a nursing supervisor (preferred)</li></ul>
<p><b>Knowledge/Skills/Abilities</b></p> <ul style="list-style-type: none"><li>• Current knowledge of both Student Health and Family Health Clinics' nursing requirements</li><li>• Strong supervisory skills and proven ability to work collaboratively with a team</li><li>• Proficient in MS Word, Excel, and PowerPoint</li></ul>

### Nature and Scope

- **Contacts:** Prioritize, adapt, and react quickly to rapidly changing sensitive situations calmly and effectively. Provide support, guidance, and feedback to staff. Contribute to staff performance evaluations. Identify and communicate staff needs for continuing education to the Associate Director
- **Level of Responsibility:** Responsible and accountable for appropriate clinical service provision of direct reports. Physicians, nurse practitioners, nurses, and administrators will interact with the NS on a daily basis, and rely on the NS for shared decision making, delegation, and conflict resolution
- **Decision-Making Authority:** Will be required to provide medical care and make independent decisions in the absence of a physician while working within the framework of all relevant legislation.

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Able to work independently, exercise creativity, be attentive to detail, and determine appropriate courses of action in more complex situations. Has the ability to process confidential and sensitive medical information, work independently, and exercise judgement and discretion in the performance of duties to their full scope of practice. Maintains a cooperative relationship among health care teams by communicating information, responding to requests, building rapport, participating in team problem-solving

- **Physical and Sensory Demands:** Moderate demands typical of a nurse in an outpatient/ambulatory care environment
- **Working Environment:** Exposed to stress and pressure associated with clinical responsibilities. Involves moderate risk resulting from unavoidable exposure to hazardous, disagreeable, or uncomfortable environmental conditions. There may be unusual hours or schedules, multiple and or tight deadlines beyond one's control, and interruptions (e.g. phone calls, e-mails, and unplanned but urgent support requests, varying student volumes at different times of the year). Maintain appropriate levels of nursing staff by orientating, training, scheduling and assigning nursing and auxiliary staff.