# PEA Job Description

## 1. Position Identification

<table>
<thead>
<tr>
<th>Position Number</th>
<th>991779</th>
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<tbody>
<tr>
<td>Position Title:</td>
<td>Nurse Manager</td>
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<tr>
<td>Department:</td>
<td>Student Health Services</td>
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<tr>
<td>Reports to:</td>
<td>Director, Student Health</td>
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<tr>
<td>Number of Direct/Indirect Reports</td>
<td>Direct 3-6, Indirect ______</td>
</tr>
<tr>
<td>Classification Level</td>
<td>SG 15</td>
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<tr>
<td>Last Updated</td>
<td>July 2019</td>
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## 2. Position Summary

The Division of Student Affairs helps to transform students’ lives by supporting and inspiring the highest standards of student learning and success, community engagement and staff development. The Division is comprised of over 30 reporting units in five departments: Athletics and Recreation, Campus Services, Office of the Registrar, Student Recruitment and Global Engagement, and Student Services.

To achieve this vision, Student Services places student learning at the centre of all efforts by supporting their academic endeavors and enhancing their personal, social, cultural and cognitive development. Student Services includes a diverse range of units including Health, Counselling, Multifaith, Residence, Centre for Accessible Learning, Office of Student Life, Academic Advising, and International Student Services. Student Health is responsible for the delivery of the University’s primary health care clinic and related programs and services for over 21,000 graduate and undergraduate students. Counselling Services is committed to fostering student success, engagement, and well-being through direct clinical/counselling services, training and mentorship, consultative services, critical incident management, and programming and program evaluation.

The Student Health & Wellness Centre (SHWC), housing both Health and Counselling Services, strives to provide holistic care and service delivery in a fully integrated, collaborative, inter-professional model in close partnership with Multifaith Services as a third unit within the SHWC portfolio.

The Nurse Manager provides leadership and supervision to the Nurses and participates on relevant quality care, risk management and health promotion working groups. The Nurse Manager along with the clinic Nurses, contributes to the professional delivery of primary health services by providing clinical nursing practice, assuming leadership and coordination responsibilities for a population health focus, supporting clinical aspects of health programs established for targeted student populations, and providing health education and outreach to the campus community. The Nurse Manager, as part of the SHWC leadership team, focuses on student transition, retention and success while demonstrating flexibility and responsiveness to the diverse student population.

The Nurse Manager reports to the Director Student Health and contributes to a collaborative team climate by fostering respect and trust with team members to cultivate a cooperative team spirit. The Nurse Manager collaborates closely with the Director Counselling Services and Multifaith Services, Physician Leader, Manager Integrated Front Line Services, Administrative Manager, Associate Director, Counselling Services and Manager Budget and Business Analysis, as part of the SHWC leadership team, to promote quality, patient centered care within a respectful interprofessional model of care.
3. **Key Responsibilities and Expectations** *(identify 3 to 5 key responsibilities and expectations for each)*

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<thead>
<tr>
<th>Key Responsibilities.</th>
<th>Expectations:</th>
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| **Nursing Team Leadership** 30% | • Ensures consistent nursing practices, including providing resource information to other nurses, offering constructive informal feedback and coaching.  
• Supervises nursing staff including scheduling and coordinating work assignments and delegating work activities in accordance with the service needs.  
• Using the Student Affairs performance development expectations and resources, evaluates and supports employee performance, conducts performance evaluations, ensures staff meet and maintain professional nursing standards of practice through a process of education, observation and evaluation and reviews nursing documentation for accuracy.  
• Ensures nursing staff recognition and works with the SHWC leadership team to ensure overall team recognition.  
• Collaborates with the Director to identify and recommend training/skill enhancement for nursing staff.  
• Ensures staff are familiar with designated program policies and directives through a process of orientation and by regular communication and updates and identifies local program goals and objectives.  
• Assists the Director in nursing recruitment, including job description development, candidate screening, interviewing, hiring, and orientation.  
• Coordinates nursing practices associated with primary care, population health, and health promotion programs.  
• Meets regularly with the Director to advise on clinical operations and programs, and recommends policies and procedures for service and program improvement.  
• Assists the Director in representing the SHWC at meetings and on committees as requested, and serves as the nursing contact person for internal and external clinical and program requests or questions.  
• Participates in the evaluation of SHWC clinical services and programs, coordinates the review of nurse-value added indicators, and support opportunities for clinical and program research partnerships.  
• Supports nursing student clinical placements and participates in the development of placement opportunities and evaluation of students, and supports Nurses in the provision of learning opportunities for students.  
• Works collaboratively with other SHWC team members in the student centred approach to care.  
• Leads the provision of confidential client-centered care, in which clients are served with a caring, attentive and responsive team approach.  
• Fosters respect and trust with nursing and other team members to cultivate a cooperative team spirit and healthy work-life balance for team members.  
• Employs effective team communication to ensure sharing of relevant and timely information.  
• Engages in informal team interactions and formal team meetings, in order to contribute to knowledge exchange, care coordination and team collaboration. |
- Participates in learning and professional development and fosters a positive learning environment for interprofessional students on clinical placement within the SHWC.
- Takes part in program evaluation, quality improvement and risk management initiatives to advance service effectiveness.

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<th>Direct Patient Care 40%</th>
<th>Desk Nurse Function:</th>
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<td>Triage, assessment and care of walk-in patients requiring urgent care; respond to patient-specific health calls and questions, attend to calls from parents, faculty and staff regarding student concerns, respond to specialist offices, hospital and lab requests.</td>
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<td>Provides patient follow-up for post-lab results with verbal education to patients; carry out appointment notification for patient follow-ups, manage bookings including abnormal results, call backs, and overdue letters from Cancer Agency; process EMR and hard-copy requests from physicians.</td>
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<td>In collaboration with the Manager, Integrated Front Line Services, advises, educates and supports MOA clinical functions, including MOA diagnostic and referral bookings, cleaning and sterilizing medical instruments/equipment and maintaining aseptic conditions.</td>
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<th>Nurse Clinic Function:</th>
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<td>Provides clinical care for patients with booked appointments, walk-ins and day-bed patients, coordinates ambulance/fire/campus security response, and assists physician/psychiatrist with involuntary/voluntary admissions to hospital.</td>
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<td>Coordinates and provides care to patients during influenza clinics, and public health outbreaks; counsels emotional patients; educates patients about healthy living related to health conditions, assists with health promotion/outreach activities.</td>
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<td>Provides assistance to physicians in the care of clinic patients as per the standards of practice outlined by CRNBC.</td>
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| Nursing Staff Administration 15% | In consultation with the Manager Budget and Business Analysis and Director, tracking and analyzing patient activity/acuity and utilization data; tracking and analyzing workload and staffing information to ensure effective use of human resources. |
|---------------------------------| In consultation with Manager Budget and Business Analysis and Director, carries out operational planning by monitoring nursing budget. |
|                                 | Responsible for financially managing medical equipment supplies, medications and vaccines as determined by annual budget allocations; financial interface with Clerk to reconcile p-card and medical supply invoices; respond to budget issues identified by the Director, and adjust priorities accordingly. |
|                                 | Proactively manages overtime and CTO for nursing staff including authorization and approval. |

| Policy, Professional Practice and Risk Management 15% | Collaborates closely with leaders from the interprofessional team including the Manager Integrated Front Line Services, Administrative Manager, Associate Director Counselling Services and Physician Lead to support collaboration and integration of services through policy and procedure development, interprofessional education, interprofessional conflict management. |
|------------------------------------------------------| Provides leadership by participating in the development and implementation of nursing policies and procedures: promoting a supportive, collaborative environment for all staff using a team approach; facilitating change; participating in program/organizational |
committees; facilitating the achievement of program goals; modeling conflict resolution skills; facilitating the implementation of program, organizational and professional standards; and serving as a professional role model.

- Collaborates with other clinical leaders and Director to provide leadership for Quality and Risk Management by promoting and facilitating a safe and therapeutic environment for the provision of care; identifying, documenting and following up on risk management and quality issues as they arise; referring issues to Director as appropriate. Identifies and follows up on opportunities for continuous quality improvement; developing and implementing quality improvement initiatives, and taking a leadership role in program based quality initiatives. Takes a leadership role, in collaboration with the other clinical leaders and Director, for initiation and follow-up of Critical Incidents, unusual occurrences and in emergency situations.
- Provides input towards the formulation, implementation and evaluation of the patient care standards and policies and procedures based on identified changes in patient populations and treatment approaches.
- Participates in the planning, implementation, and/or evaluation of quality improvement activities and research to ensure services are provided in the most efficient and effective way by performing duties such as identifying patient care and process issues and collecting data such as performance and utilization metrics for review and analysis within the program.

4. Classification Factors:

Problem-Solving:
Has independence in clinical problem solving for patient care, as well as program planning; supports the problem solving of other staff, other nurses and especially medical office staff; and provides subject matter and professional expertise to assist the Director in problem solving for complex and critical health service and campus issues.

Responsibility for Financial & Material resources:
The Nurse Manager provides input and recommendations to the Director regarding the evaluation of equipment, products and supplies; advises of related concerns and problems and follows up on maintenance issues; assists with processes for acquisition and inventory of equipment, products and supplies.

Responsibility for Human Resources:
The Nurse Manager is responsible for leadership and supervision to 3-6 Nursing staff, and provides guidance to the medical office staff in consultation with the Manager, Integrated Front Office.

Provides clinical advice, education and support to Nurses and MOA staff, and assists the Director in responding to the university community regarding health questions or concerns.

Impact of Decisions and Actions:
In collaboration with the Director Student Health, Director Counselling Services and Multifaith Services and the Student Health and Wellness management team, develops and implements policies, procedures, best practices, and participates in the setting of direction, goals and objectives for student health and wellness services.

Responsible for nursing clinical practice and in collaboration with other clinical leaders is responsible for coordination of clinical programming, including planning, implementation and evaluation; and collaborating with specialists, Student Health and Wellness physicians nurses, counsellors and other campus and community partners.
Scope of nursing expertise has considerable accountability and impact to patient care and population health responses and initiatives (e.g., for public health in regards to immunization protocols and during response to disease outbreaks, for mental health in regards to managing urgent situations/crisis responses and treatment planning, for sexual health in regards to early intervention and patient monitoring, for health and wellness in regards to health promotion and preventive strategies).

Professionally responsible for providing and delivering health care excellence within the scope of nursing according to standards of practice and code of ethics set out by the College of Registered Nurses of BC (CRNBC).

**Independence:**

The Nurse Manager will receive general direction from the Director of Health Services and work within Health Services vision, goals and objectives. The Nurse Manager is responsible for day-to-day care delivery of public health, mental health, sexual health, and/or student health and wellness delivery and response, and direct provision of nursing care.

Is an independent nurse leader, client-service oriented communicator and team-player; able to work collaboratively with an interprofessional team and with campus partners; and in consultation with other clinical leaders, is able to make effective decisions in urgent health or program situations or on behalf of the Director in their absence.

Independence of action for performing nursing practice in the primary health care centre according to professional standards as set by the CRNBC.

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5. **Summary of qualifications:**

A minimum of a Bachelor degree in Nursing, current registration as a practicing member in good standing with the College of Registered Nurses of British Columbia and up to date CPR certification-level C and AED certificate, as well as completion of the BCCDC Immunization Competency course. Master’s Degree in relevant discipline preferred.

5 years’ clinical nursing experience, including three (3) year’s relevant clinical experience to include familiarity with electronic medical records and standard office equipment and software is required.

Professional practice must include:

- Demonstrated clinical knowledge and skills in the delivery of health care;
- Demonstrated leadership implementing initiatives and programs;
- Demonstrated coordination and facilitation in health programming via a variety of delivery modalities; and,
- Providing mentorship and sharing knowledge with other staff.

At least one (1) year’s supervisory experience.

An equivalent combination of education, training and experience may be considered.

In addition:

- Demonstrated commitment to interprofessional care models, collaborative practice and lifelong learning;
- Knowledge of contemporary student development theory, annual student life cycle, and current preventative health care practices;
- Knowledge of PHC acute episodic and chronic health delivery, disease and injury prevention, and health promotion and education;
- Ability to be creative, resourceful, flexible, and able to take initiative, and display a professional, tactful and enthusiastic demeanor in representing UHS;
- Ability to provide significant flexibility in work hours to support the nature of the work;
- Ability to use a collaborative, inter professional approach to problem solving supported by a systems approach
- Ability to effectively employ human relation skills including conflict resolution among team members, internal and external stakeholders;
- Contributes to the professional and the organizational vision as it pertains to clinical practice and patient care;
- Liaise well with Greater Victoria community partners e.g. Island Health, Public Health, CDC, others;
- Ability to relate well with the young adult population to effectively assess and initiate patient care;
- Ability to be culturally competent with a unique and diverse student community;
- Ability to effectively make decisions, embrace change and engage in service improvements.

The following may be considered an asset and given preference:
- Certification in community health nursing and/or related areas;
- Experience in primary health or community health nursing;
- Experience in a team-based post-secondary education health clinic or knowledge of young adult population.

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<th>Employee’s Signature:</th>
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<thead>
<tr>
<th>Manager’s/Supervisor’s Signature</th>
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