

**FULTON COUNTY MEDICAL CENTER**  
**POSITION DESCRIPTION**

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**POSITION TITLE:** Shift Supervisor – Acute Care  
**REPORTS TO:** DIRECTOR OF NURSING SERVICES  
**DATE:** August 2012

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**I. POSITION SUMMARY:**

The Shift Supervisor is responsible for promoting and maintaining quality patient care through effective management of the activities of the total patient care services during his/her assigned shift. In the absence of the Hospital Administrator, Director of Nursing Services, Director of Nursing Administration and/or designee, the Shift Supervisor has the authority and responsibility for administrative decisions and appropriate notification of the Administrator, Director of Nursing Services, Director of Nursing Administration and Director of Support Services.

Administers, directs and coordinates activities of Nursing Administration within assigned service areas, and is responsible for the recommendation, development and implementation of policies and procedures in these areas, and for keeping the Director of Nursing Services and the Director of Nursing Administration informed of both progress and potential problems. Responsible for the direction and evaluation of patient care delivery. Maintains 24-hour accountability for operational aspects of the service areas in collaboration with other service areas.

**II. EDUCATION REQUIREMENTS/LICENSURE/CERTIFICATION/REGISTRATION:**

Graduate from an accredited school of nursing; baccalaureate degree or current enrollment in a program preferred. Currently licensed as a professional nurse in the State of Pennsylvania. Two to five years of clinical experience, including experience in patient care management. Specialty Certification preferred. Demonstrated leadership abilities; able to work under stressful situations. Possesses good oral and written communication skills. Demonstrated interpersonal relationships in a manner which enhances communication, promotes conflict resolution and facilitates staff development. Skills and knowledge to sustain and evaluate clinical competence in caring for the specific age and type of patient population served. Current registration with Pennsylvania State Board of Nursing. Certification in specialty preferred. ACLS required.

**III. CUSTOMER FOCUSED EXPECTATIONS:**

While performing the essential functions of this position, the Coordinator will understand and strive to keep the mission, vision, and values of the Fulton County Medical Center, and be committed to the improvement and best interests of the facility and the service provided by the Nursing Department.

**IV. MANAGEMENT OF NURSING PERSONNEL**

1. Provides leadership and direction in accordance with organizational and departmental goals and objectives.
2. Provides professional growth and development of nursing staff through identification of needs, sponsoring training programs, encouraging education efforts and evaluation of same.
3. Responsible for completion of regular performance evaluations for each staff member, conducts evaluations for new staff prior to completion of probationary period.
4. Counsels employees, develops staff, and when appropriate, utilizes the disciplinary process.
5. Plans and maintains staffing pattern for the patient care areas, meeting the patients needs for continuity of care and level of care.

**V. MANAGEMENT OF THE SERVICE AREAS**

1. Responsible for safety and comfort of patients, and the health and safety of employees assigned to the patient care areas.
2. Ensures affective utilization of staff throughout hospital and all shifts based on census, acuity, and planned staffing pattern.
3. Collaborates with ancillary support services to provide a safe, clean and secure environment for patients, staff and visitors.
4. Evaluates and sets standards for facilities and equipment, and monitors utilization of equipment and supplies.
5. Promotes open communication within the hospital among all departments and the LTC and Home Health team members as needed.
6. Provides assistance in the orientation to and practice of emergency procedures, fire drills, evacuation procedures and internal/external disaster plans and procedures.

7. Evaluates staffing needs per shift and area and adjusts schedule appropriately.
8. Coordinates cross training of staff throughout the medical surgical areas of the hospital.

#### VI. MANAGEMENT OF PATIENT CARE

1. Provides input and standards in formulating patient care policy and procedures for Nursing Services and the organization; works with the medical staff to coordinate medical and nursing management of patient care.
2. Participates in performance improvement, including utilization and promotion of familiarization with performance improvement standards and programs. Reviews performance improvement reports and integrates appropriate actions.
3. Facilitates and monitors activities related to patient care and sets standard for accurate reporting and recording of patient's symptoms, reactions and progress.
4. Organizes patient care and ensures continuity of care based upon knowledge of patient needs.
5. Evaluates patient care through assessment, planning, intervention, re-evaluation, written documentation, observation and comparison to established standards.
6. Administers nursing care to patients as needed, to maintain clinical skills, to assess particular patient requirements, or as support to patient care unit staff.
7. Assumes the role of patient advocate respecting guidelines found in the Patient Bill of Rights.
8. Serves as a clinical resource person and assists patient care personnel in assessing patient/family status to plan patient's care,
9. Communicates with patient, significant others and health professionals regarding care to the patient.
10. Provides mechanisms to assure patient and significant others participation in care planning.
11. Ensures that staff are educated in the care needs of the patients in all medical/ surgical areas.

#### VII. EDUCATION RESPONSIBILITIES

1. Provides for professional growth and development of nursing staff and establishes climate conducive to meeting educational needs and efforts of the unit.
2. Provides direction for teaching of patients and their significant others, and other educational activities of the Nursing Services of the hospital.
3. Interprets philosophy, goals, objectives, policies and procedures for all personnel, patients and the public.
4. Assumes responsibility for own personal continuing education and developmental needs; attends meetings and workshops to enrich personal knowledge, growth and skill in providing clinical care for patients.

#### VIII. MISCELLANEOUS RESPONSIBILITIES

1. Serves as a resource to all hospital, LTC, and Home Health staff.
2. Serves on committees in patient care/nursing, hospital-wide, or professional nursing organizations.
3. Fosters good public relations for the unit and the hospital, internally and externally with all customers.
4. Maintains a professional appearance and acts as a role model to the staff.

#### IX. SUPERVISORY RESPONSIBILITIES

1. Directly supervises 3-70 employees in the Nursing Departments.

Signature \_\_\_\_\_

Date \_\_\_\_\_

- Mid Probation** 45 days after hire
- End Probation** 90 days after hire
- Annual**



Employee Name: <input style="width: 95%;" type="text"/>	Department: <input style="width: 95%;" type="text"/>	Current Title: <input style="width: 95%;" type="text"/>	Supervisor Name/Title: <input style="width: 95%;" type="text"/>
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<b>Methods of Measurement Include the Following:</b>		<i>AGES SERVED</i>	
<input type="checkbox"/> Direct Observation	<input type="checkbox"/> Documentation	<input type="checkbox"/> Neonates (< 30 days)	<input type="checkbox"/> Adults (> = 18 years and < 65 years)
<input type="checkbox"/> Feedback from staff or patients	<input type="checkbox"/> PI Reports	<input type="checkbox"/> Infants (> 30 days and < 1 year)	<input type="checkbox"/> Geriatrics (> = 65 years)
<b>Period Covered by this Evaluation:</b> <input style="width: 95%;" type="text"/>		<input type="checkbox"/> Pediatrics (> = 1 year and < 13 years)	<input type="checkbox"/> Not Applicable
		<input type="checkbox"/> Adolescents (> = 13 years and < 18 years)	

FACILITY WIDE COMPETENCY	Rating			Comments
	D	M	E	
<b>INSTITUTIONAL AND/OR PROFESSIONAL STANDARDS</b> <ul style="list-style-type: none"> <li>Comply with regulatory agencies, and institutional and operating systems.</li> <li>Adhere to all Hospital Policies and Procedures as they apply to the area.</li> <li>Knowledge and adherence to Infection Control and Environment of Care Guidelines and Procedures as they are described in the annual education module.</li> <li>Protect patient/customer confidentiality.</li> <li>Comply with HIPAA regulations as they apply to the job.</li> </ul>	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>	<div style="border: 1px solid #ccc; height: 400px; width: 100%;"></div>
<b>PERFORMANCE IMPROVEMENT</b> <ul style="list-style-type: none"> <li>Adhere to current organizational Performance Improvement priorities</li> <li>Participate in quality studies through data collection</li> <li>Make recommendations and take actions to improve structure, system or outcomes</li> </ul>	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>	
<b>CUSTOMER SERVICE</b> <ul style="list-style-type: none"> <li>Demonstrate the values of the organization: respect, honesty, integrity, compassion, fairness, innovation and stewardship of our resources.</li> <li>Demonstrate commitment to serving the customer.</li> <li>Demonstrate excellence in communication with the customer.</li> <li>Create a welcoming environment for the patients, family and other interdisciplinary team members</li> </ul>	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>	

ESSENTIAL FUNTIONS	D	M	E	Comments
Patient Care Responsibilities: Assists Registered Nurse in planning Patient care	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<div style="border: 1px solid gray; height: 822px; position: relative;"> <div style="position: absolute; top: 5px; right: 5px;">▲</div> <div style="position: absolute; bottom: 5px; right: 5px;">▼</div> </div>
Documents patient care on nursing flowsheet.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Collaborates with other health team members.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Participates in performance improvement activities.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Uses 2 identifiers	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Documents pertinent information on shift report.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Implements Patient Care: Performs nursing rounds on all patients and evaluate patient care	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Performs nursing assessment on each patient, document assessment when needed. Develops and revises plan of care based on individual patient needs when needed	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Organizes time to account for workload using safe working habits	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Prioritizes needs of patient according to changes in patient's condition and takes appropriate action.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Demonstrates responsibility for medications p.o. and NGT – Peg-Tube, G-Tube or IV directly or indirectly when needed.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Demonstrates responsibility for patient teaching directly or indirectly.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Transcribes orders accurately.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Serves as a resource person for staff to come to for unfamiliar policies and procedures and equipment.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Demonstrates knowledge of nursing administrative, nursing and infection control policies and procedures.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Remains calm in emergency situations.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Enforces accountability of self and the delivery of quality patient care.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Assists physicians with procedures.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Provides input for evaluation of new employees and yearly evaluation of nursing staff.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Assists with orientation of new employees.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Plans daily staff coverage of all nursing departments according to patient needs, personnel abilities, emergencies and low census.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Communicates with social service to facilitate discharge planning.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	

Reviews patients' charts on 11-7 shift for order transcription and documentation on MAR when needed.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Functions as team leader and other duties assigned if needed.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Demonstrates knowledge of chain of command to report problems with staff, physicians, other departments, unsafe equipment or conditions to Director of Nursing either verbally or written.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Demonstrates responsibility for narcotic count either directly or indirectly.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Coordinates BLS till physician arrives.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Participates in Nursing Department Committee meetings and QI for Nursing Department.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Participates in or coordinates Ambulance transfers when assigned.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Replaces staff whenever another staff member goes on an ambulance transfer.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Care of environment and equipment: Maintains unit.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Maintains and cleans equipment.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Maintains a clean and safe environment for patients and staff			
Information Processing and Documentation: Communicates patient information to Physician.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Documents information when needed.			
Job Characteristics: Works efficiently with acutely ill patients, including emergency situations.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Works independently as a self-starter but can work as a cooperative team member.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Embraces change and keeps current with knowledge of current practices.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

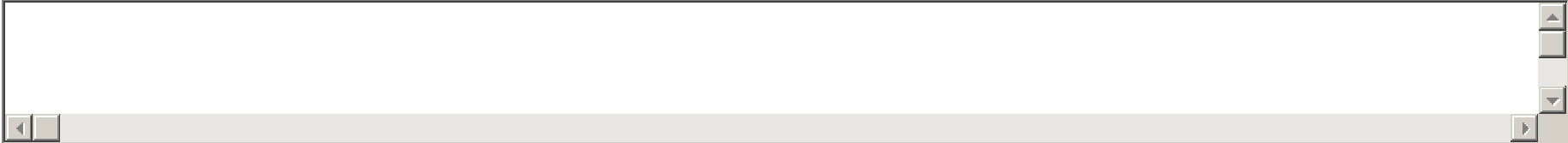
<b>Non Essential Functions:</b>	<b>D</b>	<b>M</b>	<b>E</b>	<b>Comments</b>
1. Participates in professional development activities: a. In-service classes or on-line courses. b. Shares knowledge with others. c. Reads in-house communications	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
2. Work Habits: a. Complies with attendance policies. b. Dresses according to the departmental dress code c. Organizes times, sets priorities d. Spends free time in a constructive manner	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
3. Initiative and judgment: a. Makes necessary work related judgments based upon factual information b. Completes assignments with minimal directions and in a timely manner c. Adapts to a changing work load	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	

D= Does Not Meet Expectations

M= Meets Expectations

E= Exceeds Expectations

Comments:



Future Plans and Actions:



Employee Comments:



To update our files, please answer the following questions:

Have you received a higher education degree in past 12 months: Yes\_\_\_ No\_\_\_

Please forward to Human Resources

Have you received a certification in the past 12 months: Yes\_\_\_No\_\_\_

Please forward to Human Resources

**I have reviewed this Performance Evaluation**

\_\_\_\_\_  
Employee Signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
Evaluator Signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
Department Head or Designee Signature

\_\_\_\_\_  
Date