

Job Title : Chief Nursing Officer **Employee Name:** \_\_\_\_\_

Department : Nursing **Employee Signature:** \_\_\_\_\_

Reports to : Chief Executive Officer **Approved by:**

**Director of Human Resources:** \_\_\_\_\_

**CEO:** \_\_\_\_\_

## **JOB SUMMARY**

The Chief Nursing Officer (CNO) is responsible for the development and implementation of nursing policies and procedures, continuous quality improvement initiatives, and the coordination of staffing and professional development for the Nursing Services of (NAME OF THE HOSPITAL).

## **JOB DUTIES AND RESPONSIBILITIES**

Duties of this position include, but are not limited to the following:

- Manages overall operations of Nursing Services including planning, developing, organizing, and directing the Nursing Services in accordance with the standards held specifically by (NAME OF THE HOSPITAL) universally accepted nursing standards of practice, and current governmental rules, regulations, and guidelines and those that govern (NAME OF THE HOSPITAL).
- Has a global vision to understand the complexity of the health care environment, patient-centered care and successfully impact the delivery of health care services.
- Recruiting, retaining, and staffing the facility.
- Organizational and spatial planning.
- Organizational and staff development.
- Compliance to regulations and regulatory concerns.
- Responsible for all functions, activities, training, and certification related to the Nursing Services department.
- Develops and implements Performance Improvement (PI) process, including institution of PI measures in collaboration with the Quality Director.
- Promotes patient safety standards.
- Promotes and supports customer services initiatives.
- Monitors performance data and guides staff on initiatives to improve patient experience and services delivered.
- Facilitates collaboration between nursing and other disciplines with the goal of high quality patient care.
- Facilitation, participation, and oversight of committees.

- Ensures effective communication is provided to and from the nursing staff and community.
- Acts as a liaison between (NAME OF THE HOSPITAL) and its affiliates to local nursing councils and boards.
- Advises and collaborates with medical staff, department heads, and administrators in matters related to nursing service and patient care.
- Recommends and leads the establishment or revision of policies and develops organizational structure and upholds standards of performance by the nursing staff.
- Ensures efficient and effective policy and procedure implementation process. Interprets policies and objectives of nursing service to staff and community groups.
- Ability to identify the strengths, weaknesses, opportunities, and threats facing the Nursing Services of (NAME OF THE HOSPITAL).
- Develops strategic plans that overcome the barriers to success and takes advantage of the opportunities identified; and is responsible for successful implementation of strategic plans once they have been approved by the institution's Board of Directors.
- Continuously strives for the improvement of the organization's ability to deliver high quality healthcare.
- Promotes and encourages teamwork, achievement, accountability, open flow of information and candid communication with an open door policy.
- Oversees the institution of disciplinary actions and termination processes.
- Promotes use of evidence based Nursing Practice.
- Leads and directs the work of the individual Nurse Managers.
- Facilitates conflict resolution, utilizing negotiation skills.
- Maintains, supports, and encourages others' professional development.
- Improves communication and builds collaborative relationships Inter-departmentally
- Empowers staff to participate in decisions.
- Manages and ensures compliance with regulatory entities (JCI).
- Participates in, monitors, evaluates, and makes recommendations regarding human resource and training procedures.
- Develops and monitors budget for the Nursing Units.
- Analyzes and justifies financial performance of the Nursing Units.
- Approves and monitors timecards/payroll, including the use of sick or vacation time.
- Works in collaboration with the Chief Medical Officer to ensure deliverance of high quality patient care.
- Other duties as assigned.

## **EDUCATION AND EXPERIENCE**

Candidates for the Chief Nursing Officer position should meet the following qualifications:

- Must be a Licensed/Registered Nurse currently licensed and in good standing in the country in which he/she resides. Licensure in the (Country).
- Bachelor of Science in Nursing, Masters Degree preferred
- >5 years clinical experience in an acute care setting
- 2-3 years of supervisory or administrative experience

- Excellent customer service skills
- Ability to relate positively and favorably in all interactions
- Excellent interpersonal and organizational skills
- Experience in performance management, effective leadership, and appropriate and constructive delegation
- Ability to work independently and in collaboration with other E-Team members and organize and prioritize to complete multiple projects
- BLS/ACLS certification preferred
- Intermediate computer skills including Microsoft Word, Excel, Power Point, Outlook.