**M5: Level Standards**

**GENERAL ROLE**

This level is the first with the primary function of managing employees. Incumbents may initiate and communicate a variety of staffing actions.

Oversees the day-to-day operations of a group of employees. Responsible for training and development of subordinate staff, estimating staffing needs, assigning work, meeting completion dates, and interpreting and ensuring consistent application of organizational policies. Positions at this level do not exclusively serve as the supervisory level to only student employees.

Incumbents:

* Alter the order in which work or a procedure is performed.
* Recommend or implement modifications to practices and procedures to improve efficiency and quality, directly affecting the specific office operation or departmental procedure.
* Distribute work and monitor workload among staff.

**INDEPENDENCE AND DECISION-MAKING**

*🡪 Supervision Receive*d

* Works under direction.
* Seeks approvals when significant changes to process steps are considered and additional resources for task completion are required.

*🡪 Context of Decisions*

* Decisions are driven by office/departmental policy and procedures.

*🡪 Job Controls*

* Free to plan and carry out all phases of work assignments, including the oversight of staff.
* Has the latitude to make daily operational decisions.

**COMPLEXITY AND PROBLEM SOLVING**

*🡪 Range of issues*

* Issues tend to be operational in nature.

*🡪 Course of Resolution*

* Identifies issues and gathers facts.

Understands the smallest details of an assigned area.

*🡪 Measure of Creativity*

* Problems can be resolved within provided guidelines.
* Problems are not amenable to strict technical resolution, requiring innovative thinking.

**COMMUNICATION EXPECTATIONS**

*🡪 Manner of Delivery and Content*

* Diplomatically and effectively deliver information difficult to understand or in contrast with a student or customer's views.

**SCOPE AND MEASURABLE EFFECT**

Incumbents:

* + Manage a small homogenous department.

OR

* Manage a larger process-oriented area whose members perform like activities.
* Actions regularly affect a department or a project outcome with office/programmatic impact.
* Actions generally have a direct impact on controlling such things as staff size and nature of work and scope of services.
* Performance results tend to relate to efficiency, fiscal practices and standing, quality/continuous improvement, timeliness, resource allocation/effectiveness, etc.

**Job Template**

**GENERAL SUMMARY**

Leads and coordinates nursing activities of Student Health and Wellness to ensure high quality patient care, and customer service for both the students and University community. Creates a collaborative environment between the professional and non-professional staff that supports the mission of Student Health and Wellness in promoting health and wellness to the University’s student community.

**REPORTING RELATIONSHIPS AND TEAMWORK**

Works under direction of a supervisor or manager. Manages the day-to-day operations and the work of employees who perform similar functions.

**ESSENTIAL DUTIES AND RESPONSIBILITIES**

*The intent of this section is to list the primary, fundamental responsibilities of the job – that is, the duties that are central and vital to the role.*

* Coordinates services, staff, procedures, policies and patient flow. Evaluates services and recommends policy or procedural changes.
* Supervises patient care administered by a registered nurse.
* Oversees non-professional staff and provides mentorship to student employees.
* Assesses health problems of incoming patients by means of interview and examination. Assists providers in the administration of examinations, tests, and other procedures.
* Coordinates and conducts employee health screenings to ensure mandatory health requirements are met.
* Provides necessary emergency treatment and referral to patients that are acutely ill or injured.
* Acts as a resource and advisor to clinical staff and patients in area of responsibility.
* Maintains drugs, medical supplies, and equipment as necessary.
* Participates in health related outreach activities and events. Promotes student health and success.
* Performs related work as required.

**MINIMUM QUALIFICATIONS**

* Bachelor’s degree in related field.
* Four to five years of related experience.

**COMPETENCIES**

**Knowledge of:**

* Nursing practice and high quality care delivery model
* Regulatory requirements for all areas of responsibility
* Departmental and university policy and procedures
* Resources available to support student success and well-being
* Microsoft Office and related software applications

**Skill in:**

* Triage, prioritization, and emergency response
* Resource management
* Planning and organization
* Understanding students and fostering student success
* Developing and maintaining effective and appropriate working relationships
* Critical thinking, problem solving and analysis

**Ability to:**

* Provide health education to patients, families, and staff
* Communicate effectively through both oral and written means
* Respect diversity and work collaboratively with individuals of diverse cultural, social and educational backgrounds
* Consult with other health care professionals and advise partners on campus related to health and safety
* Plan and manage group health education clinics
* Maintain the confidentiality of information and professional boundaries
* Work independently to analyze available information, draw conclusions and understandings, and present such conclusions effectively to senior management