

JOB TITLE: Manager of Surgical Services	DEPARTMENT: Surgery	POSITION OF SUPERVISOR: COO
FLSA STATUS: Exempt	ANTICIPATED HOURS PER WEEK: 40	EFFECTIVE DATE:

Position Summary: The Manager is responsible for the overall management of assigned departments for Pagosa Springs Medical Center. Such management includes overseeing effective day-to-day operations, short and long range planning, strategic marketing and business plan development to ensure marketplace competitiveness, the development of new services and programs, effective fiscal management, effective quality improvement and quality control processes, recommending and implementing innovative organizational structures and delivery models which support the safe and effective provision of patient care. The Manager should present ideas/plans for approval to the COO for growing surgery business, improving efficiencies and increasing specialist clinic/OR times.

Qualifications: *At all times, the employee shall possess the following qualifications set forth below.*

Education/Training:	BSN or MSN preferred. AORN, preferred.
Experience:	At least five (5) years of experience in surgical nursing. At least two (2) years of experience in leadership or management in Surgical Services.
Special Skills, Licenses or Certifications:	Current RN licensure in the State of Colorado. Current BLS Certification required. ACLS, PALS, TNCC preferred. Basic computer knowledge; Microsoft Office, Outlook, Word, Power Point, Excel.
Language Skills:	Demonstrates ability to read, write, and clearly express one's self in English 100% of the time. Additional languages preferred. Demonstrates ability to listen. Demonstrates ability to clearly convey thoughts in speech and written word.
Physical/Mental/Special Demands:	<ul style="list-style-type: none"> X May need to lift > 50 pounds. X Adequate hearing is required to hear/talk with other employees, patients and public in person and on the telephone. X Adequate sight is required to perform essential functions of the job. X Work requires the use of computers with exposure to monitors, key boards, and mouse with repetitive motions for extended periods of time. X Ability to initiate CPR 100% of the time. X Must have fine motor skills 100% of the time. X Ability to work and multi-task at a rapid pace with numerous interruptions 100% of the time. X Good mental health. X Demonstrate tact and versatility. X Must be dependable.

	<ul style="list-style-type: none"> <input checked="" type="checkbox"/> High degree of self-motivation and directional initiative. <input checked="" type="checkbox"/> Ability to function successfully independently. <input checked="" type="checkbox"/> Ability to cope and remain calm in escalating situations. <input checked="" type="checkbox"/> Must consistently demonstrate compliance with organizational-wide competency statements and performance criteria based on established quality indicators. <input checked="" type="checkbox"/> In addition, the physical demands anticipates standing, bending, walking and long periods of sitting.
Work Environment:	<p>Work is performed in an clinic setting with exposure to work stress, environmental stress, and frequent interruptions; noise level is moderate; work may involve exposure to blood, bodily fluids and communicable diseases; frequent communications, on a daily basis, with the general public, co-workers, vendors and patients.</p> <p>Hazards of the Job Include:</p> <ul style="list-style-type: none"> Long periods of standing and walking. Long periods of typing. Exposure to communicable disease. Verbal or physical abuse. Radiation and hazardous materials. Physical strain due to lifting, moving, and positioning patients and/or equipment. Liability due to current public consciousness. Potential exposure to blood and body fluids. Potential chemical exposure. Potential equipment and device / product hazards.
Cross-Training of Position:	PSMC cross-trains job positions. This job description must cross-train to be able to effectively perform the job position of: All Surgical RN positions.

Standard Job Requirements: *At all times, employee shall satisfy the following requirements:*

1. Adhere to and support PSMC's Code of Conduct and WISER values.
2. Comply with all PSMC policies including, without limitation, timely attendance, code for dress and decorum, no conflicts of interest, no harassment, fragrance free, etc.
3. Comply with all PSMC and department procedures, rules and directives.
4. Establish and maintain effective working relationships with others (e.g., co-workers, supervisors, patients, visitors, vendors of PSMC and the general public).
5. Be courteous, respectful, honest, and solution-oriented in dealing with others.
6. Communicate accurately, clearly, and effectively both orally and in writing.
7. Possess excellent organizational skills and the ability to multi-task.
8. Work independently and perform the job with minimum supervision.
9. Checks email at least once daily when on shift.
10. Work effectively on PSMC/department team matters and recognize situations which require teamwork.
11. Maintain strict confidentiality of all patient matters and recognize situations where confidentiality should be maintained even if not legally required.
12. Respect the importance of compliance and quality programs and support the same.
13. Possess computer knowledge/skills and the ability to learn and adapt to new programs and software.
14. Participate in employee training, Disaster Preparedness and emergency events.

15. Perform other job duties, as assigned by a supervisor.

Essential Duties, Functions and Responsibilities: *At all times, employee shall be able to perform the following essential functions of the job, with or without an accommodation, as set forth below.*

The Manager of Surgical Services must provide strategic leadership and strong management skills to coordinate, direct and ensure the success of the following programs:

Human Resource Management

1. Fosters a culture of creativity, integrity, and progressiveness where all members of the department have equal opportunity to succeed
2. Provides opportunities for staff development and cross-training as needed
3. Develops individual employee evaluations and performance improvement plans based on field performance and management observations
4. Conducts timely and informative meetings with staff emphasizing open and truthful communication
5. Responsible for recruiting, interviewing and fair selection for new staff and works hand-in-hand with HR to ensure positions are filled quickly with quality candidates

Nursing Management & Development

1. Provides guidelines for measuring the quality of patient care, passed on accepted standards of nursing practice
2. Ensures participation of formulation and updating of standards by nursing staff, including annual review
3. Performs all aspects of patient care in an environment that optimizes patient safety and reduces the likelihood of medical/health care errors
4. Determines staffing requirements and patterns, based on scope of service, complexity of patient acuity and fiscal resources
5. Ensures all new personnel successfully complete required orientation program
6. Ensures a safe, therapeutic operating room environment is maintained for patients and healthcare providers
7. Provides educational opportunities and regular staff meetings

Strategic Planning & Development

1. Establishes annual strategic and operational goals and objectives in conjunction with departmental managers assuring consistency with the overall hospital mission
2. Develops short-term and long-term plans in conjunction with employees that inspire motivation and cooperation

Fiscal Management

1. Demonstrates understanding of budgetary principles and is accountable for fiscal management of all department operations while minimizing unnecessary
2. Prepares and recommends departmental budget; monitors expenditures; determines equipment needs; prepares requisitions; follows purchase and contract procedures
3. Provides balance between cost effectiveness and quality care issues
4. Utilizes Federal, State, Local and Agency level funding and revenue sources

Standards & Compliance

1. Familiarity and compliance with all applicable federal, state and local regulations
2. Monitors compliance with policies and procedures and initiates corrective measures as required
3. Knowledge and adherence to industry and regulatory practices to ensure environmental protection and worker safety
4. Assures effective guidelines, medical procedures and protocols are developed and maintained to ensure the integrity of the organization

5. Surveillance of safety, infection control and radiation safety programs and principles

Essential Qualities & Characteristics:

Leadership

1. Fosters a participatory organizational climate that is open, positive, reinforcing and supportive to employees
2. Promotes a culture of high performance and continuous improvement that values learning, commitment to quality and collaboration
3. Serves as advocate and chief spokesperson for the department utilizing honest, transparent and consistent communication
4. Works effectively and collaborates with others to achieve shared goals with others in a tactful and respectful manner
5. Demonstrates leadership, integrity and courage by making and supporting decisions that support the organization's mission and goals

Accountability

1. Establishes standards and clear expectations in all areas – job performance, training, continuing education, certifications, conduct and adherence to department values
2. Holds self and staff accountable in a consistent, respectful manner
3. Promotes effective actions for positive employee behavioral change and demonstrates decisiveness and fairness when determining discipline
4. Completes multiple projects while keeping focus on constant improvement to current programs

Interpersonal Skills

1. Empowers employees to achieve their highest success through fostering a team environment where respect and appreciation are promoted and valued
2. Effectively communicates with a high level of trustworthiness, diplomacy, courtesy and tact at all times
3. Treats people with respect and individuality and is fair and equitable in all interactions
4. Exhibits excellent problem-solving and conflict management skills using sound and fair judgment in a calm and professional manner
5. Demonstrates adaptability and flexibility in relationships, situational issues and when new information becomes available
6. Is able to work productively in a high-pressure, unpredictable and stressful work environment, bringing a positive attitude and approach

Vision

1. Clearly articulates and demonstrates the department's vision, mission and goals in everyday actions
2. Ensures strategic goals are clearly aligned with the mission and values of the organization
3. Promotes and leads organizational change in a positive and productive manner
4. Applies innovative and creative thinking to constantly improve the organization, welcomes and implements new and cutting edge programs and processes
5. Actively seeks out inventive ways to implement cutting edge programs to better meet the pre-hospital health needs of the community

Department Specific Duties

1. Manage all aspects of the daily operations of the surgical department.
2. Communicates with staff and surgeons any pertinent information needed to perform their duties.
3. Ensures a safe, therapeutic operating room environment is maintained for patients and healthcare providers.
4. Acts as a resource to staff for questions or staffing needs.
5. Provides clinical care to patients as needed.
6. Participates in call schedule to meet Surgery needs.
7. Works to facilitate patient flow and patient safety throughout the Surgical Services Department.
8. Works with Scheduling, Pre-Service, Billing and Materials to assure that any issues are dealt with in a timely manner.
9. Determines staffing requirements and patterns, based on scope of services, complexity of patient acuity and fiscal resources.
10. Encourages staff career development and participation in professional organizations.
11. Identifies and provides for learning needs of personnel.
12. Ensures charges are reviewed and submitted daily.

Approved by:

	CNO (Title)	
(Supervisor – Signature)		(Date)
Human Resources Manager		
(Human Resources– Signature)	(Title)	(Date)

Receipt and Acknowledgment:

I acknowledge and understand that:

- This job description, and receipt and acknowledgment of this job description, does not imply or create a promise of employment or employment contract of any kind. I understand and acknowledge that my employment with Pagosa Springs Medical Center is “at will” and may be terminated by me or the employer at any time with or without cause.
- The job description provides a general summary and requirements of the position in which I am employed. At this time, I know of no limitations which would prevent me from performing these functions with or without accommodation. I further understand that it is my responsibility to inform my supervisor if, at any time, I am no longer qualified for my position and/or unable to perform the job requirements or essential functions of my job.
- Positions, job descriptions, duties, tasks, work hours, work requirements and qualifications may be changed at any time at the discretion of Pagosa Springs Medical Center.
- Acceptable job performance requires: (a) proper compliance with and completion of all aspects of the job description; and (b) compliance with PSMC policies, procedures, rules and directives.
- I have read and understand this job description.

(Print Employee Name)	(Employee Signature)	(Date)