## Job Description

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| ***Job Title*:** Chief Nursing Officer | ***Job Grade Level*:** N/A |
| ***Reporting to***: Divisional Head OPCO  | ***Work Relationships***: All Departments |
| ***Job Location*: Warri, Delta state, Nigeria**  | ***Travel*:** 10% (as required by the role) |
| ***Department*:** Nursing Services | ***Special Role Requirements*:** N/A |

**Job Summary**

The CNO is responsible for directing, planning, coordinating and supervising the nurses and the effective and efficient use of health and medical related services for the Hospital.

**Key Result Areas (KRA)**

The key result areas of this role are:

**Managerial Functions**

* Develop, maintain, and implement nursing policies and procedures that conform to current standards of nursing practice, facility philosophy, and operational policies while maintaining compliance with state and federal laws and regulations.
* Communicate and interpret policies and procedures to all Lily hospitals' nursing staff, and monitor staff practices and implementation.
* Ensure delivery of compassionate quality care and nursing supervision as evidenced by adequate services and staff coverage on unit, absence of odors, general cleanliness, prevention of pressure wounds, and apparent maintenance of optimal resident functions.
* Review 24-hour report from every unit daily to monitor and ensure timely, effective responses to significant changes in condition, transfers, discharges, use of restraints, unexplained injuries, falls, behavioral episodes, and medication errors.
* Provide direct supervision of all the nurses in the Hospital.
* Exercise overall supervision of resident assessments and care plans.
* Collaborate with physicians, consultants, community agencies, and institutions to improve the quality of services and to resolve identified problems.
* Establish, implement, and monitor the infection control program designed to provide a safe, sanitary, and comfortable environment designed to prevent the devilment and transmission of disease and infection.
* Coordinate and/or develop on-going QA activities for nursing services to monitor nursing compliance with standards and regulatory requirements through rounds, interviews, and record reviews.
* Develop and maintain documentation system for continuity of care and record storage that assures compliance with federal health regulations, policies and procedures.
* Ensure compliance with regulations pertaining to care plans and residents assessment.
* Participate in management team meetings to discuss resident status, census changes, personnel, or resident complaints or concerns.

**Staffing Functions**

* Oversee nursing schedules to assure they meet resident needs and regulatory and budgetary standards.
* Provide effective staff management (hiring, development, training, performance feedback and retention) that assures utilization of personnel to best meet the needs of the patients receiving supports and services.
* Evaluate service needs and staffing requirements to assure needs of people supported are met.
* Monitor the job performance of all hospitals' nurses, evaluate their performances and recommend promotions, trainings or terminations.
* Recommend in service educational programs for staff development geared to the specialized needs of the patients.
* Oversee and supervise development and delivery of in service education to equip nursing staff withsufficient knowledge and skills to provide compassionate, quality care and respect for resident rights.

**Financial Functions**

* Participate in preparing the department's annual budget.
* Maintain operating budgets for personnel and medical equipment.

**Patient Care**

* Serve as a liaison between doctors, residents, their families and staff members.
* Respond to inquiries in a professional, courteous and timely manner and provide information on hospitals' nursing care and services to the public.
* Ensure patient care is provided in a non-judgemental, non-discriminatory manner that is sensitive to the patient's diversity, preserving their autonomy, dignity and rights.

**Health and Safety**

* Promote compliance with accident prevention procedures, safety rules, and safe work practices to prevent employee injury and illness and control worker’s compensation costs.
* Assure staff is trained in fire and disaster and other emergency procedures, and evaluate performance during drills.
* Ensure all nursing staff carry out duties and responsibilities in compliance with hospitals' health and safety policy and statutory regulations.
* Ensure a clean, comfortable and safe environment for patients, clients and members of staff.

**The Person**

* Minimum academic qualification of a Master's Degree (M.Sc) in Nursing or any related science degree.
* 8 to 10 years relevant work experience in the health sector.
* Registration or Registrable with the National Association of Nurses and Midwifery of Nigeria, Knowledge of the Microsoft office package.
* Outstanding communication (oral and written), interpersonal and people management skills.
* Possess high degree of accuracy and attention to details.
* Knowledge of safety and injection control practices.

**Working Conditions** - The Head, Nursing Services is required to sit for an extended period and operate a variety of specialized instrument, equipment and a computer which requires dexterity of hands and fingers. The person is required to have fine motor skills and visual acuity. The person must also be able to participate in training, meetings and presentations and engage in *constant* talking and listening.