

POSITION DESCRIPTION

Department: PCS Title: Medical Surgical Nurse Manager	
Date Created: 12/15/2025 Next Review Date: 12/15/2027	Reports to: Chief Nursing Officer Approved by: <u>Rhianna Montgomery</u> Rhianna Montgomery (Dec 16, 2025 11:16:48 PST) (Administrative Dept. Signature)

POSITION STATUS: ☒ Hourly ☐ Salaried

POSITION SUMMARY:

Leads and facilitates the provision of excellent, safe, evidence-based, efficient, patient- and family-centered care in the Medical-Surgical Unit. Ensures high-quality clinical outcomes through effective leadership, operational oversight, and interdisciplinary collaboration. Supports and models the mission, vision, and values of Lake Chelan Health and translates those into daily practice for caregivers.

DUTIES & RESPONSIBILITIES:

1. Assures safe, effective patient care in the Medical-Surgical Unit by articulating, educating to, and managing evidence-based patient safety practices completely and consistently, as evidenced by:

- a. Assuring caregivers' consistent use of patient identification and medication verification processes, including bedside medication verification.
- b. Assuring safe, patient-centered hand-offs, including bedside report and appropriate inclusion of patients and families.
- c. Assuring caregivers practice safely and effectively, including compliance with protocols, safe patient handling and movement, and accurate, timely documentation in the electronic medical record.
- d. Reviewing quality, safety, and patient experience data related to Medical-Surgical patients in collaboration with Quality and Patient Safety leadership; implementing and facilitating process improvement activities as indicated.
- e. Developing and facilitating the team's clinical skills and knowledge based on evidence-based practice and current standards of care.

2. Manages the business and operations of the Medical-Surgical Unit effectively and efficiently, as evidenced by:

- a. Participating in the development of the annual operating and capital budgets, clearly articulating anticipated needs.
- b. Monitoring and analyzing budget performance, productivity, and staffing metrics, making appropriate adjustments when variances arise.
- c. Understanding and complying with labor laws, Collective Bargaining Agreement and Human Resources policies and procedures.

- d. Understanding and complying with regulatory and accreditation requirements (e.g., DNV, DOH, CMS).
- e. Demonstrating continuous quality improvement within the service area, including clinical care, documentation, patient follow-up, and accurate charge capture.
- f. Demonstrating systems thinking and applying a “big picture” perspective across the organization.
- g. Demonstrating sound decision-making, prioritization, and problem-solving skills.
- h. Utilizing technology effectively, including optimal use of the electronic medical record and scheduling systems.
- i. Demonstrating strategic management skills, including project management, meeting timelines, and effective communication and presentation skills.

3. Leads the caregiver team effectively, as evidenced by:

- a. Demonstrating human resource leadership skills, including recruitment, onboarding, staff development, coaching, mentoring, performance management, and succession planning.
- b. Demonstrating strong relationship management skills, including effective communication, emotional intelligence, understanding team dynamics, and conflict resolution.
- c. Supporting and implementing processes that encourage professional accountability and shared governance.
- d. Modeling and holding caregivers accountable to behavioral and professional expectations using coaching, recognition, and corrective action as appropriate.
- e. Performing structured leadership rounding on caregivers at least quarterly and following up on identified opportunities in a timely manner.
- f. Participates in the nurse manager on-call rotation to provide leadership support for staffing, patient care concerns, operational issues, and urgent decision-making outside of regular business hours.

4. Demonstrates personal and professional accountability, as evidenced by:

- a. Ongoing personal and professional growth and leadership development.
- b. Demonstrating ethical behavior, integrity, and professional nursing practice.

5. Creates and maintains a healing environment by:

- a. Maintaining noise at the lowest possible levels.
- b. Promoting and maintaining a professional environment, including work attire and respectful communication.
- c. Ensuring work areas are uncluttered and monitoring for cleanliness and safety concerns.
- d. Supporting the team in maintaining focus on patient-centered care.
- e. Demonstrating professionalism, courtesy, compassion, and respect for others, and holding caregivers accountable to the same standards.

6. Working Manager Responsibilities:

- a. Functions as a working manager, providing direct patient care and covering floor shifts as needed to support safe staffing, patient care needs, and operational continuity.

- b. Provides hands-on clinical support during periods of high census, increased acuity, staffing shortages, or emergent situations.
- c. Maintains clinical competency to safely and effectively perform bedside nursing duties on the Medical-Surgical Unit.
- d. Models professional practice, teamwork, and clinical excellence while working alongside staff

7. Working Manager Responsibilities:

- a. Performs other duties as assigned by the Chief Nursing Officer or designee to support unit operations, patient care, or organizational initiatives.
- b. Flexibly adapts to evolving unit needs, priorities, and hospital requirements while maintaining high standards of patient care and staff support.

QUALIFICATIONS:

- 1. Registered Nurse, currently licensed in the State of Washington; BSN required or agreement to begin an accredited BSN program within one year of hire.
- 2. Current Healthcare Provider CPR: ACLS, PALS, and NRP required or must obtain within 12 months of hire.
- 3. Minimum of two years of clinical experience in a Medical-Surgical required. Minimum of two years of clinical experience in an Intensive Care Unit or Progressive Care Unit setting preferred.
- 4. Minimum of one year of supervisory or nursing leadership experience highly preferred.



Our Values

The Values at Lake Chelan Health provide fundamental guidance to all staff in creating an exemplary patient experience and a wonderful environment for staff to care for our community. The Values of Lake Chelan Health ensure we consistently meet our Mission: *To Provide the highest quality healthcare with compassion and respect to the community we serve.* The Values at Lake Chelan Health Support our just culture – one of an accountable organization, that develops strong systems, treats all staff with respect and equity, and encourages employees to take responsibility for their choices while reporting errors and system vulnerabilities. Our values guide the way we interact with our employees across all levels and disciplines – framing the way we interact with our patients.

Vision: To improve community health and make our region a better place to live.

Mission: To provide the highest quality healthcare with compassion and respect to the community we serve.

Values: Relationships, Integrity, Compassion, Respect, Excellence

Relationships

We hold relationships as a foundational value for all interactions. We seek first to understand in all relationships- patients, coworkers, and our community.

At Lake Chelan Health we will:

- Place the highest value on developing and maintain sincere relationships with those we interact with.
- Expect more from ourselves than we expect from others.
- Empower each other to carry out tasks and actions.
- Foster growth and improvement in our peers and our teams
- Include those closest to the problem when making decisions.
- Create a working environment that encourages working to the "top of one's license"
- Seek to create a working environment that we enjoy, and patients trust.

Integrity

We demonstrate strong behavioral and ethical standards. We are accountable to our patients, our peers, and our community to these high standards in all our actions.

At Lake Chelan Health we will:

- Always do the right thing for our patients and their families.
- Work to earn the trust of those we serve.
- Communicate in an open and honest manner with the highest of ethical standards.
- Trust others while seeking, allowing, and expecting open and honest feedback.

Compassion

We treat every interaction with compassion, valuing every experience and story that our patients and their families bring with them. We seek to heal the whole person.

At Lake Chelan Health we will:

- Treat each patient, family, and caregivers with kindness and caring.
- Be respectful and understanding of the needs of our diverse community.
- Treat all of those we serve with humility, equity, and understanding.
- Provide care with grace and humanity.

Respect

We place a priority on equality and inclusion on a daily basis, honoring the dignity and worth of each individual.

At Lake Chelan Health we will:

- Honor our differences, regardless of issue.
- Celebrate the accomplishments of those we work with.
- Interact with humility and understanding.
- Be open minded and appreciate the perspectives and life experiences of all.
- Acknowledge and celebrate diversity in our community and our organization.
- Encourage transparency – encourage constructive identification of problems and take concerns directly to those involved.
- Communicate expectations clearly, dealing with content not assumptions.

Excellence

We demonstrate a full commitment to providing the highest level of quality and value in all aspects of our work, including operational, clinical, governance, financial, and relational.

At Lake Chelan Health we will:

- Expect quality and excellence for ourselves and those we interact with.
- Exemplify a just culture by focusing on improving systems – and treating staff equitably.
- Report errors, systems issues and provide solutions to improve, and not blame.
- Seek opportunities for continuous improvement in all our works.
- Use education and training as the foundation for improvement.

PHYSICAL REQUIREMENTS ANALYSIS

Department: MSU

Job Title: MSU Nurse Manager

Mark all responses using the following codes:

N = Never

O = Occasionally, represents 1 to 33% or 1 to 2 hours of an 8-hour workday

F = Frequently, represents 34 to 66% or 2.5 to 5.5 hours of an 8-hour workday

C = Continuously, represents 67 to 100% or 6 to 8 hours of an 8-hour workday

N	O	F	C	PHYSICAL ACTIVITY
☐	☐	☒	☐	Walking
☐	☐	☒	☐	Sitting/Standing
☐	☒	☐	☐	Reaching: Shoulder Height
☐	☒	☐	☐	Above Shoulder Height
☐	☒	☐	☐	Below Shoulder Height
☐	☒	☐	☐	Climbing
☐	☒	☐	☐	Pulling/Pushing: 25 pounds or less
☐	☒	☐	☐	25-50 pounds
☐	☒	☐	☐	Over 50 pounds
☐	☒	☐	☐	Lifting: 25 pounds or less
☐	☒	☐	☐	25-50 pounds
☒	☐	☐	☐	Over 50 pounds
☐	☒	☐	☐	Carrying: 25 pounds or less
☐	☒	☐	☐	25-50 pounds
☐	☒	☐	☐	Over 50 pounds
☐	☒	☐	☐	Crawling/Kneeling
☐	☒	☐	☐	Bending/Stooping/Crouching
☐	☒	☐	☐	Twisting/Turning
☐	☒	☐	☐	Repetitive Movement

PHYSICAL EXPOSURE: (mark where applicable with "X")

☒ Unprotected heights

Harmful physical agents:

Lighting: ☒ Bright

☒ Heat/Cold

☒ Dim

☒ Noise

☒ Mechanical hazards

☒ Ionizing/non-ionizing radiation

☒ Hazardous substances

☒ Infectious diseases

ACCEPTABLE MINIMUM PHYSICAL ABILITY:

Vision:

☐ Good

☒ Correctable

☐ Blind

Color Vision:

☒ Normal

☐ Impaired

Hearing:

☒ Normal

☐ Moderate Loss

☐ Deaf

Manual Dexterity:

☒ Good

☐ Fair

Talking/Speech:

☒ Normal

☐ Moderate Loss

☐ Mute

DISCLAIMER STATEMENT

The above statements are intended to describe the general nature and level of work being performed. They are not intended to be an exhaustive list of all responsibilities, duties and skills required of personnel so classified, nor do they address the performance standards that must be maintained.

EMPLOYEE:

I have read and understand the duties and responsibilities of this position. I have reviewed and agree to the contents of this position description, and I am able to perform the job functions and meet the physical requirements without restriction(s):

Employee Signature

Date

Job Description: MSU Nurse Manager Dec. 2025

Final Audit Report

2025-12-16

Created:	2025-12-16
By:	Ruby Sylvester (rsylvester@lcch.net)
Status:	Signed
Transaction ID:	CBJCHBCAABAAKObNfx1ZfYR1I7REAx3m7K0RGIfRrFH

"Job Description: MSU Nurse Manager Dec. 2025" History

-  Document created by Ruby Sylvester (rsylvester@lcch.net)
2025-12-16 - 7:15:11 PM GMT
-  Document emailed to rmontgomery@lcch.net for signature
2025-12-16 - 7:15:20 PM GMT
-  Email viewed by rmontgomery@lcch.net
2025-12-16 - 7:16:12 PM GMT
-  Signer rmontgomery@lcch.net entered name at signing as Rhianna Montgomery
2025-12-16 - 7:16:46 PM GMT
-  Document e-signed by Rhianna Montgomery (rmontgomery@lcch.net)
Signature Date: 2025-12-16 - 7:16:48 PM GMT - Time Source: server
-  Agreement completed.
2025-12-16 - 7:16:48 PM GMT