

CHARGENURSE COMPETENCY ASSESSMENT

FINANCIAL MANAGEMENT: CHARGE / LEAD – Exhibits skills consistent with the department area's budgeted guidelines.

1. Monitor shift productivity, as appropriate
2. Collaborate with staff to increase productivity and efficiency
3. Coordinate department needs with other departments, so service is accomplished in a timely manner
4. Secure supplies and equipment for delivery of services

MENTORING - Accomplishes mutual goal setting and professional growth through a relationship in which a competent professional shares experiences, behaviors, knowledge and understanding of organizational systems with another person.

1. Use effective communication skills with caring and sensitivity to others' needs
2. Facilitate learning for another adult learner
3. Establish an interest in helping others
4. Facilitate access to professional networks
5. Motivate others to accomplish their goals
6. Develop a committed professional relationship
7. Discern the time to terminate the mentoring relationship
8. Provide constructive appraisal of skills
9. Prepare the mentee for a novel experience then assist the mentee during the experience with support and encouragement
10. Use expert problem-solving and critical thinking skills

STAFF SUPERVISION – Facilitates the delivery of high quality service by others:

1. Set goals for staff, as appropriate
2. Listen to employee concerns and suggestions
3. Provide coaching and encouragement
4. Reinforce good/excellent performance verbally
5. Monitor quality work performance
6. Monitor quality of employee's relationships with other health care providers
7. Seek feedback from customers concerning service provided
8. Resolve conflict, as needed
9. Counsel employee on how to improve performance, as needed
10. Provide reeducation, as needed to improve performance
11. Support commitment to the mission, vision, and values

STRATEGIC/DEPARTMENTAL OPERATIONAL PLAN SUPPORT (Management to determine)

TEAMWORK SUPPORT – Supports a positive work environment to accomplish departmental goals.

1. Support individuals and groups in transformation and transition
2. Encourage employees to work together to meet customer needs
3. Promote employee participation in planning discussions, actions, and projects
4. Recognize and value the diversity of individuals as well as their differences in opinion and perception
5. Establish working relationships with assigned customer(s), co-workers
6. Help co-workers complete assignments when time allows
7. Resolve problem issues with assigned area and/or co-workers
8. Assist in implementing departmental programs and projects
9. Give constructive suggestions for change to manager