AUSTEN RIGGS CENTER
JOB DESCRIPTION
PERFORMANCE PLANNING AND REVIEW

Title: Assistant Director of Patient Services - Nurse Manager

Supervisor/Department: Director of Patient Services

I. JOB DESCRIPTION

This criteria-based job description and competency has been prepared to outline the essential job qualifications, contacts, work environment and responsibilities for this position. It is not an employee contract and may be subject to change at the discretion of the Center. The content has been reviewed and approved to accurately reflect the responsibilities to carry out the mission of the Austen Riggs Center.

A. Summary of Job Purpose:

The Assistant Director of Patient Services has responsibilities with a scope of functions that span clinical, consultative, administrative and educational issues. The Assistant Director of Patient Services is responsible for the integration of patient care and the coordination of interdisciplinary staff members to deliver a consistent professional high quality of care to patients. It includes the organization of patient educational presentations and staff development seminars. The role encompasses interdisciplinary communications, nursing, leadership and systems applications.

B. Essential Job Qualifications:

EDUCATION: Per nursing licensing requirements; MSN.

EXPERIENCE: Minimum seven years clinical experience required; including experience as an educator or supervisor/administrator or have provided this service in a consultative role.

TRAINING:

LICENSE: Currently licensed as a registered professional nurse in Massachusetts and current CPR certification.

OTHER: Excellent communication skills, both verbal and written. Ability to work independently, as well as part of a team and to work with a wide variety of people and maintain patients’ rights at all times. Must have demonstrated leadership skills and be able to work under stressful situations. Must be familiar with current legal, professional, regulatory and accreditation standards and requirements as applicable to the nursing department and psychiatric facilities.

C. Job Specific Contacts:

JOB REPORTS TO (TITLE): Director of Patient Services.

JOB PROVIDES CONSULTATION TO (TITLE(S)): Nurses and Mental Health Workers.
D. **Americans with Disabilities Act Requirements:**

**ENVIRONMENTAL DEMANDS AND EXPOSURE TO HAZARDS:** Normal environment in a psychiatric hospital.

**ESSENTIAL PHYSICAL DEMANDS OF THE JOB:** Physical stamina needed for climbing stairs, travel between buildings and lifting up to 20 lbs., evening work and weekends.

**ESSENTIAL MENTAL DEMANDS OF THE JOB:** Abilities to: concentrate despite interruptions, to tolerate anxiety, remain reflective under high levels of stress, make use of one’s own affects and use them in the service of responding in role.

**MANUAL DEXTERITY REQUIREMENTS:** Ability to use computer, telephone, fax and other office equipment.

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### II. ESSENTIAL JOB RESPONSIBILITIES

1. Manages the assessment of needs, develops and implements educational opportunities for nursing staff in order to enhance and maintain the competency of staff while using nursing process and a holistic conceptual framework with the standards of Nursing Practice.

2. Maintains/delegates certification in Crisis Prevention Intervention, CPR, and other applicable certifications in order to maintain Nursing Staff/CPR Staff competencies as needed.

3. Works in collaboration with the NCC in the development of nursing care plans focused on the patients’ individual needs.

4. Provides service as the chairperson of the Nursing Education Committee, formal nursing clinical consultation in a group, and individual format for all members of the nursing staff.

5. Meets individually with nursing staff members to review personal interactions with patients. Comments:

6. Acts as the designee of the Director of Patient Services in assigned committees. Represents the Director of Patient Services in her/his absence.

7. Manages the orientation program of new Nursing Staff meeting with them throughout their orientation and probationary period, for educational purposes of integrating psychiatric nursing theory and principles into their work.

8. Meets with the Charge Nurses and Inn Program Manager to integrate nursing issues across shifts and programs with a focus on patient care.

9. Serves as liaison with the Medical Office and Nursing Staff, Therapists, and Team Leaders.

10. Supervises the night shift staff and is responsible for their performance evaluations.

11. Develops, conducts and participates in inservice programs and continuing education opportunities for the nursing staff.

12. Acts as role model to nursing staff for issues in clinical practice e.g., clinical teaching, psychiatric nursing assessment, interviewing skills and being available to all shifts. Comments:

13. May provide training in specific content areas for non-clinical support staff and interdisciplinary staff as appropriate.

14. Participates in assigned committees throughout the institution to maintain DMH and other standards and regulations as mandated.
15. Immediately investigates patient concerns; investigates all variance submitted.

16. Acts as liaison, collaborating with other departments regarding functional and consultative issues of the Inn (Housekeeping, Maintenance, and Dietary) and follows through regarding variance related issues.

17. Works in liaison with the Admissions Office integrating medical, staffing and placement concerns in the admission and clinical entry process.