

**SKILLS FRAMEWORK FOR HEALTHCARE  
SKILLS MAP - DEPUTY DIRECTOR OF NURSING**

<b>Sector</b>	Healthcare		
<b>Track</b>	Nursing		
<b>Sub-track</b>	Management		
<b>Occupation</b>	Nurse		
<b>Job Role</b>	Deputy Director of Nursing		
<b>Job Role Description</b>	<p>A Deputy Director of Nursing in the Management sub-track is responsible for providing leadership in planning, managing, and evaluating the administration of nursing services. S/He is also responsible for projecting nursing manpower requirements and allocates staffing for the appropriate skill mix within the subdivisions. S/He works with the team to harness nursing potential for high performance and retention, as well as leadership succession planning. S/He is also responsible for managing and approving the budget for the subdivisions to ensure prudent fiscal spending, and ensures emergency preparedness of the nursing subdivisions. S/He oversees performance of nursing practice and departmental key performance indicators. S/He drives nursing quality, productivity and innovation.</p> <p>S/He operates in a wide variety of settings across acute and community care.</p> <p>S/He should be resourceful and demonstrate change management skills. S/He should possess leadership skills in people and psychological capital and capability to create a conducive learning environment.</p>		
<b>Critical Work Functions and Key Tasks / Performance Expectations</b>	<b>Critical Work Functions</b>	<b>Key Tasks</b>	<b>Performance Expectations (For legislated / regulated occupations)</b>
	Oversee nursing manpower	Manage manpower resource to achieve efficiency of manpower to meet organisational needs	In accordance with: • Nurses and Midwives Act (Chapter 209)
		Work with human resource (HR) on recruitment and retention strategies	
		Collaborate with stakeholders to recommend action plans to effect improvements following Employee Climate Survey results	
		Appraise work performance of nurse leaders to support their professional development required for a high performing organisation	
		Develop professional development and career progression plans for high performing nurse leaders	
		Mentor identified high-potential nurses for leadership roles	
		Establish clear competency-based career progression pathways for nursing staff	
		Resolve conflicts, grievances and complaints	
		Provide guidance in the process of performance management	
Evaluate staff performance management and coaching frameworks			
Create a conducive work environment to improve nursing retention and promote work-life balance			

	Drive organisational and operational excellence	Coordinate annual work plans, capital and operational budgets and oversee implementation of approved nursing operational work plans  Drive operational process improvement		
		Oversee the coordination of annual work plans, capital and operational budgets		
		Develop emergency response plans in accordance to organisational direction and collaboration with relevant departments for national emergencies		
		Assist supervisors in setting directions, targets and work plans to achieve the organisation's and regulator's guidelines		
		Establish procedures for service recovery		
		Promote nursing image and services within and across organisations and to the community		
	Lead nursing, productivity and innovation	Oversee the promotion of a culture of innovation and inquiry within the organisation to improve productivity and enhance patient care		
		Oversee the promotion of early adoption of technology to improve productivity and enhance appropriate care to patients		
<b>Skills and Competencies</b>	<b>Technical Skills and Competencies</b>		<b>Generic Skills and Competencies</b>	
	Change Management	Level 6	Leadership	Advanced
	Clinical Governance	Level 6	Developing People	Advanced
	Clinical Services Development	Level 5	Resource Management	Advanced
	Clinical Teaching and Supervision	Level 5	Global Mindset	Intermediate
	Department Financial Management	Level 5	Transdisciplinary Thinking	Advanced
	Emergency Response and Crisis Management	Level 5		
	Inter-professional Collaboration	Level 5		
	Nursing Manpower Planning	Level 5		
	Nursing Productivity and Innovation	Level 5		
	Nursing Research and Statistics	Level 6		
	Performance Management for Nursing	Level 5		
	Professional, Legal and Ethical Healthcare Practice	Level 6		
	Quality Improvement and Safe Practices	Level 6		
Service Quality Management	Level 5			

	Strategy Management	Level 5		
	Workplace Safety and Health	Level 4		
<b>Programme Listing</b>	For a list of Training Programmes available for the Healthcare sector, please visit: <a href="http://www.skillsfuture.sg/skills-framework/hc">www.skillsfuture.sg/skills-framework/hc</a>			