

**SKILLS FRAMEWORK FOR HEALTHCARE
SKILLS MAP - SENIOR NURSE MANAGER**

Sector	Healthcare		
Track	Nursing		
Sub-track	Management		
Occupation	Nurse		
Job Role	Senior Nurse Manager		
Job Role Description	<p>A Senior Nurse Manager is responsible for planning, coordinating, directing and evaluating operational activities and resource utilisation in the department. S/He is also responsible for managing nursing manpower, operating expenses and budget effectively to provide high quality patient care. S/He oversees at least one unit, or the department. S/He ensures compliance with regulatory and accreditation requirement. S/He manages the professional and personal development of all staff under her/his charge. Her/His core function is in managerial tasks, but s/he will also perform some clinical, educational and research tasks in the course of her/his day-to-day work. S/He provides guidance and direction to a group of nurse managers and below to ensure optimal care to meet desired patient outcomes and experience.</p> <p>S/He operates in a wide variety of settings such as acute care, primary care, community hospital, integrated care and long-term care facilities.</p> <p>S/He should be resourceful, prudent, tactful and persuasive.</p>		
Critical Work Functions and Key Tasks / Performance Expectations	Critical Work Functions	Key Tasks	Performance Expectations (For legislated / regulated occupations)
	Manage nursing manpower	Secure manpower for ward and/or department operations to meet demands of patient care	In accordance with: • Nurses and Midwives Act (Chapter 209)
		Review annual assessments to ensure fair and objective appraisals for staff remuneration and benefits	
		Provide coaching resources for staff and talent development	
		Review effectiveness of action plans to address gaps in Employee Climate Survey	
		Oversee staff morale to ensure optimal retention and performance outputs	
		Facilitate resolution of inter-personal and interdisciplinary conflicts and grievances	
	Maintain organisational and operational excellence	Monitor monthly financial and operational performance reports to ensure cost-effective care and resources utilisation	
		Recommend service recovery measures that exceeds supervisors' purview	
Secure budget for equipment purchases			
Manage nursing productivity and innovation	Use informatics and technology to support better productivity and innovation for nurse-bed ratios, inventory management, patient transport and food service systems		

	Lead change management to facilitate positive adoption of new technologies or productivity initiatives			
Skills and Competencies	Technical Skills and Competencies		Generic Skills and Competencies	
	Change Management	Level 5	Leadership	Intermediate
	Clinical Governance	Level 5	Developing People	Advanced
	Clinical Teaching and Supervision	Level 4	Decision Making	Advanced
	Department Financial Management	Level 4	Resource Management	Advanced
	Emergency Response and Crisis Management	Level 4	Transdisciplinary Thinking	Advanced
	Inter-professional Collaboration	Level 4		
	Nursing Manpower Planning	Level 4		
	Nursing Productivity and Innovation	Level 4		
	Nursing Research and Statistics	Level 5		
	Patient Empowerment on Self-care	Level 5		
	Performance Management for Nursing	Level 4		
	Professional, Legal and Ethical Healthcare Practice	Level 5		
	Quality Improvement and Safe Practices	Level 5		
	Service Quality Management	Level 4		
Strategy Management	Level 4			
Workplace Safety and Health	Level 3			
Programme Listing	For a list of Training Programmes available for the Healthcare sector, please visit: www.skillsfuture.sg/skills-framework/hc			