

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

<b>Sector</b>	Healthcare		
<b>Track</b>	Nursing		
<b>Sub-track</b>	Management		
<b>Occupation</b>	Nurse		
<b>Job Role</b>	Nurse Manager		
<b>Job Role Description</b>	<p>A 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. S/He oversees 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 to assistant nurse clinicians and below to ensure optimal care is provided 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 hospitals, integrated care and long-term care facilities.</p> <p>S/He should be resourceful, prudent, tactful and persuasive.</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>
	Manage nursing manpower	Use manpower resources for optimal patient care outcomes through effective scheduling, skills mix and staffing assignments	In accordance with:  • Nurses and Midwives Act (Chapter 209)
		Conduct performance appraisals of staff to support their professional development	
		Provide coaching resources for staff and talent development	
		Implement action plans to effect improvements following Employee Climate Survey results	
		Promote staff retention and performance outputs	
		Facilitate resolution of inter-personal and interdisciplinary conflicts and grievances	
		Identify nursing talents for further development	
		Communicate nursing and organisational career development and pathways for nurses and staff	
	Maintain organisational and operational excellence	Oversee budget and resources utilisation	
Resolve issues related to care, coordination and service lapses			
Manage nursing productivity and innovation	Use informatics and technology to manage nursing productivity and innovation		

	Facilitate positive change management for smooth adoption of new technologies, productivity initiatives, processes and procedures			
	Implement new or emerging competencies to support role, job redesign or nurse-led initiatives for healthcare transformation and changing demographics			
<b>Skills and Competencies</b>	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	Intermediate
	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			
<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>			