

## Professional Nurse

**DESCRIPTION OF WORK:** Positions in this banded class are characterized by the performance of professional nursing care and treatment to patients in accordance with medical protocols. Work includes conducting needs assessments; developing, implementing and evaluating treatment plans; and providing patient care and education through case management. Professional Nurses are responsible for appropriate treatment and medical documentation, and may supervise subordinate staff. The North Carolina State System typically uses Psychiatric, Clinical, Long Term Care, and Medical/Surgical Nursing specialties.

### **EXAMPLES OF COMPETENCIES:**

#### **CONTRIBUTING:**

**Knowledge-Technical:** Knowledge of basic nursing principles and techniques for the specific area of practice. This includes the nursing process (assessment, planning, implementing and evaluation), medication administration, patient education and emergency care. Ability to administer medications on a timely and accurate basis.

**Consulting/Advising:** Ability to provide patient and family information on services provided by the organization, and policies and procedures of the organization. Ability to guide and counsel subordinate staff on daily routines.

**Critical Thinking:** Basic ability to implement the nursing process (assess, plan, implement and evaluate) with limited supervision or some supervision as needed.

**Client/Customer Service:** Ability to demonstrate a professional, caring approach. Ability to demonstrate patience in dealing with patients/clients/families.

**Coaching/Mentoring:** Ability to provide patient and family education on disease processes, treatment and self-care. Ability to instruct subordinate staff on patient care and daily routines.

**Communication:** Ability to communicate medical information to patients/clients/families at all levels of understanding using layman's terms within HIPAA guidelines. Ability to explain to patient/client/families prior to and during the performance of a procedure. Ability to actively listen. Ability to document subjective and objective data, action taken and plan of care.

#### **JOURNEY**

**Knowledge-Technical:** Knowledge of unit organization and standard operational procedures. Ability to lead a team; skill in delegation and making assignments.

**Consulting/Advising:** Ability to provide feedback and guidance/counsel to nursing staff on care rendered to patients.

**Critical Thinking:** Basic ability to implement the nursing process (assess, plan, implement and evaluate) with limited supervision or some supervision as needed.

**Client/Customer Service:** Ability to work as a team player with multi-disciplinary healthcare staff, facility and custody staff. Ability to deliver services in an organized, timely and methodical manner. Ability to notify patient/client of how to access healthcare.

**Coaching/Mentoring:** Ability to effectively teach nursing staff through orientation and on-the-job training. Ability to precept subordinate staff on patient care and daily routines. Ability to provide support and assistance to peers/co-workers.

**Communication:** Ability to use interview techniques that assist the patient/client in describing his/her symptoms and assist in discerning the situation, using an organizational approach. Ability to communicate information to patients, families and staff in a concise and descriptive manner, verbally, in writing, or by demonstration.

#### **ADVANCED**

**Knowledge-Technical:** In-depth knowledge of disease processes and the complexities of monitoring responses to therapies and treatment. In-depth knowledge of one or more recognized chronic diseases. Ability to interpret and adhere to research study protocols. Knowledge of good supervisory practices and skill in supervising others, including how to deal effectively with difficult employees, how to evaluate performance and to conduct disciplinary actions.

**Consulting/Advising:** Ability to answer questions from the nursing and medical staff or provide consultation on disease processes, treatment, care, etc. Ability to counsel and advise staff regarding conduct

**Client/Customer Service:** Ability to anticipate and meet patient needs. Ability to demonstrate compassion and to maintain a professional therapeutic relationship. Ability to deal effectively with crisis situations. Ability to evaluate effectiveness of services and monitor customer satisfaction.

**Coaching/Mentoring:** Ability to provide instruction to nursing and medical staff on disease processes, treatment, care, etc. regarding their case load.

**Communication:** Knowledge of advanced communication techniques. Skill in observing behavior and mannerisms. Skill in dealing with acutely ill person. Ability to disseminate information effectively to target

and job performance.

**Critical Thinking:** Ability to manage complex dilemmas. Ability to anticipate, recognize and respond to potentially problematic situations.

audiences. Ability to effectively manage group processes.

**MINIMUM TRAINING AND EXPERIENCE:** Licensed to practice as a Registered Nurse in the State of North Carolina.

Special Note: This is a generalized representation of positions in this class and is not intended to reflect essential functions per ADA. Examples of competencies are typical of the majority of positions, but may not be applicable to all positions.