Job Description of Nursing Personnel working in Hospitals

1. Nursing Superintendent

   Job Summary: Nursing Superintendent is responsible to the Medical Superintendent, in a hospital having 250 or above bed strength. She is accountable for the safe and efficient running of the various nursing departments in the hospital. She is assisted in carrying out her duties, by the Deputy Nursing Superintendent, Assistant Nursing Superintendent, Ward Supervisors, clerical, linen room and domestic staff.

Nursing Service:

- Participate in the formulation of the philosophy of the hospital in general and those specific to the nursing service.
- Determine goals, aims, objectives and policies of nursing services.
- Implement hospital policies and rules through various nursing units.
- Decide and recommend personnel and material requirement for running various nursing service departments of the hospital.
- Interview and recruits nursing staff.
- Assist in student selection and recruitment of other auxiliary staff whose duties are related to nursing.
- Ensure the safe and efficient care rendered in the various nursing departments of the hospital.
- Make regular rounds in hospital and wards.
- Check if standard of care is maintained and patients are nursed in a clean, orderly and safe environment.
- Take hospital rounds with medical superintendent.
- Select and secure proper equipments needed for the hospital or nursing home.
- Look after the welfare of the patients, their relatives and the nursing staff.
• Prepare budgets for the nursing services departments.
• Function as a member of the condemnation board for linen and other hospital or nursing home equipments.
• Prepare duty roster, plan staff leaves.
• Provide counseling and guidance to the subordinate staff.
• Maintain discipline among nurses and other auxiliary staff.
• Enforce implementation of the hospital rules, regulations and policies.
• Participate in the hospital and intra-hospital meetings/conferences.
• Investigate complaints and takes necessary steps.
• Evaluate confidential staff reports and recommends for promotion or higher studies.
• Plan staff development programmes and arranges for in-service education and orientation programmes etc.
• Inspect hospital kitchen and dietary services of the hospital.
• Arrange students’ clinical experience and council examinations.
• Initiate and participates in nursing research.

**General and Office Duties:**

• Attend to the general correspondence.
• Maintain necessary records concerning the nursing staff, confidential reports etc.
• Submit annual report of the nursing services departments to medical superintendent, Indian Nursing Council and Nurses’ Registration Council.
• Participate in professional and community activities.
• Maintain cordial relations with public and volunteer workers.

2. **Deputy Nursing Superintendent**

*Job Summary:* Responsible to the Nursing Superintendent and assists her/him in the Nursing Service administration of the Hospital. She/He is independently Incharge of Nursing Service Department of a less than 400-bedded hospital.

*Nursing Service:*

• Officiate in the absence of Nursing Superintendent.
• Participate in the formulation of nursing services, philosophies, objectives and policies.
• Assist in the recruitment of nursing staff and students’ selection.
• Make master duty roster of the nursing staff.
• Help in allocating nursing personnel to various nursing services departments.
• Keep records and reports of the nursing services.
• Assist in planning and organizing the new units in the hospital, e.g., ICU, Central Supply Department etc.
• Maintain confidential reports and records of the nursing staff.
• Take regular hospital rounds.
• Supervise care given in various departments.
• Serve on several hospital committees, e.g., purchase committee, Class-IV employees committee, etc.
• Interpret the policies and procedures of the hospital care to the subordinate staff and others.
• Act as a liaison officer between the nursing superintendent and the nursing staff of the hospital.
• Receive night reports from the night supervisor. Maintain the attendance and leave register for nurses.
• Assist in the supervision of nurses’ home, nurses’ hostel.
• Conduct regular physical verification of hospital stock.
• Initiate condemnation of old and worn-out articles and procurement of new articles.
• Attend to emergency calls in rotation concerning hospital or hostel problems.

**Educational Functions:**

• Assist in planning and implementing staff development programmes.
• Ensure clinical experience facilities for student nurses in various clinical areas of the hospital.
• Guide and counsel nursing staff.
• Arrange orientation programmes for new nursing staff.
• Maintain discipline among nursing personnel.
• Organize experience programmes for post-graduate students from different hospitals.

General Duties:
• Escort special visitors, Nursing Superintendent, Medical Superintendent for hospital rounds.
• Arrange and participate in professional and social functions of the staff and students.
• Maintain good public relations.
• Carry out the other duties assigned to her by the Nursing Superintendent.

3. Assistant Nursing Superintendent

Job Summary: She/He is responsible for developing and supervising nursing services of a department or a floor consisting of two or more wards or units managed by the ward supervisors. These units may be in-patient wards, Out-Patient Departments/Clinics, Operation Theatres, Obstetric units, Central Supply Department etc. She/He is responsible to the Nursing Superintendent and Deputy Nursing Superintendent.

Patient Care and Ward Management
• Organize and plans nursing care activities of the department or a floor according to hospital policies and service needs.
• Plan staffing pattern and the other necessary requirements of her/his department.
• Compile and submit nursing statistics to the concerned authorities.
• Conduct and attend departmental and interdepartmental meeting/conferences from time to time.
• Make regular rounds of her/his department.
• See to the safety and general cleanliness of the department.
• Look into general comforts of the patient and his/her relatives.
• Receive report from the night superintendent of her/his department.
• Evaluate nature and quantum of care required in each ward/unit.
• Make rotation plan for the nursing staff under her/his jurisdiction.
• Plans ward management with the ward/unit supervisor of each ward/unit.
• Reinforce the principle of good ward management in each ward.

xxxiii
• Help ward/unit supervisors to procure their ward/unit supplies.
• Supervise the proper use and care of the equipments and supplies in the department.
• Act as a Public Relations Officer of the unit and deals with the problems faced by the ward supervisor, if any, especially with the Class-IV employees and patient’s attendants.
• Keep the Nursing Superintendent, Deputy Nursing Superintendent’s office informed of the needs of the nursing units/wards under her/his charge and of any special problem/problems.

Educational Functions:
• Arrange classes and clinical teachings of the nursing students in the department, related to the specialty experience.
• Implement the ward teaching programmes and clinical experiences of the students with the help of doctors and ward sisters.
• Do counseling and provide guidance to the nursing staff and students.
• Arrange and conducts staff development programmes of in her/his department.
• Assist in planning for and participation in the training of auxiliary personnel.
• Write the confidential reports of her/his ward/unit supervisors.

General:
• Escort the Nursing Superintendent/ Deputy Nursing Superintendent and special visitors in the departments.
• Participate in various professional activities, e.g. staff education, staff meetings, etc.
• Act as a liaison officer between the Nursing Department and higher hospital authorities.
• Carry out other duties delegated by the Nursing Superintendent/ Deputy Nursing Superintendent.

4. Nursing Sister/ Ward Sister

Job Summary: Nursing Supervisor is accountable for the nursing care management of a ward or a unit assigned to her/him. She is responsible to the Nursing Superintendent/Assistant Nursing Superintendent for her ward management. She
takes full charge of the ward and assigns work to various categories of nursing and non-nursing personnel working with her. She is responsible for safety and comfort of the patients in her ward. In a teaching hospital she is expected to ensure good learning environment.

**Direct Patient Care:** The Direct Patient Care responsibilities of the Nursing Sister/Ward Sister are as follows:

- Ensure proper admission, discharge of her patients.
- Plan nursing care and makes patient assignment as per their nursing needs.
- Assist in the direct care of the patient as and when required.
- See that total health needs of her/his patients are met.
- Ensure safety, comfort and good personal hygiene of her/ his patient.
- Assist in planning and administration of the therapeutic diet to her/his patient.
- See that proper observation records of the patients are made and necessary information imparted to the concerned authorities.
- Take nursing rounds with nursing staff and students.
- Make rounds with doctors and assist him in diagnosis and treatment of the patients.
- Implement doctors’ instructions concerning to the patient treatment.
- Assist patient and his/her relatives to adjust in the hospital and its routine.
- Co-ordinate patient care with other departments.

**Supervision and Administration:** The Supervision and Administrative responsibilities of the Nursing Sister are as follows:

- Ensure safe and clean environment in the ward.
- Make duty and work assignments.
- Indent ward store and keeps necessary records.
- Do regular inventory checking of her/his ward.
- Make list for condemnation of articles and submit it to all concerned.
- Assist in making ward requirements.
- Establish and reinforce ward standards prescribed in the procedures and manuals of the ward and the hospital and policies that are in force.
- Act as a liaison officer between the ward staff and hospital administration.
• Maintain good public relations in her/his ward.
• See that ward statistics are regularly submitted.
• Maintain discipline among the ward workers, e.g., staff nurses, students and domestic staff.
• Deal appropriately with any adverse situation that has occurred in the ward and report to the concerned authorities.
• Report about any medico legal cases in the ward.
• Write and submit confidential reports of the staff.
• See that students get desired learning experience in the ward.

**Educational Functions:** The Educational Functions of the Nursing Sister/Ward Sister are as follows:

• Organize orientation programmes for new staff.
• Organize formal and informal ward teaching, conducts bedside clinics and demonstrations.
• Conducts ward conferences/meetings.
• Give incidental teaching to patient relatives, staff nurses, students and domestic staff.
• Guide in formulation of Nursing Care Studies, and Nursing Care Plans etc.
• Evaluate the students’ performance and submit reports to school authorities.
• Help in medical and nursing research.
• Encourage staff development programmes in her/his ward.

5. **Staff Nurse**

Classification: Group-I Nursing Staff

Qualification: GNM/ B.Sc. (N), RN, RM

**Related to patient care:**

• Evaluate in detail every day the care requirement for each patient assigned:
  o Prepare a plan of care according to the nursing needs and programs of therapy as prescribed by the medical team.
  o Communicate the plan to co-workers and delegate duties according to their qualification and abilities.
Apply knowledge, skill and judgement to provide hygiene, comfort and optimum health for each patient. Perform necessary procedures and treatment appropriately and with proficiency.

Prioritize workload to attend to critical patients and essential duties first, responsible for dispensing medication and ensuring that treatment is done correctly and at prescribed time.

Co-ordinate nursing care functions with other team members to enhance efficiency and patient comfort.

Maintain and ensure an accurate and legible record of observations, measurements, procedures, medications, treatments, positive and negative reactions, patients’ progress and any other significant information.

Discuss with ward sister any concerns; seek advice and exchange ideas and information to provide the best possible nursing care.

Receive report on patients and ward activity from previous shift and give accurate and complete report to successive duty shift.

Inform ward Sister/Master immediately of any unusual events or concerns during the shift.

- Demonstrate knowledge of purpose, principles and precautions associated with drugs, therapeutic methods and diagnostic lists.
- Share responsibility with Ward Sister/Master/Clinical Supervisor and medical team to provide quality and appropriate nursing care.
- Observe or supervise activities of the auxiliary nursing staff, student nurses and non-professional workers to ensure that accurate safety techniques (methods) are performed and utilized.
- Recognize and utilize the resources available in the institution, supplies, equipments, personnel and diagnostic tools. Communicate needs to specialized departments, dietary, physiotherapy, fellowship etc.
- Ensure emergency cart is readily accessible, contains, required emergency equipments and supplies as designed by emergency care advisory committee, is fully stocked at all times and is checked regularly by using a check list to verify assessment.
- Promote optimal and economical use of supplies, equipments and utilities.
- Perform, enforce and instruct co-workers regarding the importance of strict infection control practices.
- Recognize and promote the value of keeping the patients and family informed of medical conditions, treatment, prognosis and methods by which they can participate effectively in therapy and rehabilitation.
- Provide physical, spiritual and emotional support to patient and family during time of crisis and/or bereavement.
- Recognize the present relevant health teaching sessions to patient and relatives.
- Participate in ward rounds with medical team, discuss nursing observations and concerns and be a patient advocate.
- Assist physician with treatment and procedures, check chart daily for new orders and changes in treatment plans, and ensure implementation.
- Direct daily routine of ward/department
  - Send requisitions and specimens
  - Receive reports and supplies
  - Maintain admission, discharge and death registration
  - Ensure admission, discharge procedures followed
  - Inform medical team immediately of every sudden change in patient’s status.
  - Maintain environment conducive for patient’s stay.
- Respond promptly and appropriately to complaints made by patients, relatives and doctors regarding nursing care.
- Practice and reinforce confidentiality of sensitive information at all times.
- May be required to
  - Perform overtime or call back duty when deemed and unavoidable.
  - Accept assignment to an area other than his/her work area.
  - Accept duties and responsibilities of Ward Sister/Master when required.
  - Perform any other task as requested by his/her superior or management personnel.

Related to Personnel:
- Attend departmental and staff meetings and participate in committees as required.
• Be receptive to new ideas and concepts, contribute opinions and share concerns.
• Support and encourage membership of nursing organizations.
• Observe and evaluate the work performance of subordinate staff.
• Assist with orientation of nursing staff and students
• Encourage and participate in intra-departmental activities to boost morals.
• Prepare self for schedule performance evaluation by intro operation, seeking advice and reflecting future aspirations.

**Related to Education:**
• Support the bearing process and offer prompt and timely advice or interactions to nursing students as they gain clinical experience.
• Participate in training, in-service education programme whenever possible.