Duke University  
Division of Student Affairs  
Position Description

Department: Student Health Services  
Official Duke Job Title: Nursing Coordinator  
Classification: Job Family=32; Job Level= 12; Job Code=1253  
Working Job Title: Assistant Nurse Manager  
Supervisor: Student Health Nurse Manager  
Position Status: Regular, Exempt, Full-Time

Nature of Responsibilities: Assist the Nurse Manager in the planning and coordination of patient care. Collaborate with the manager on clinical and non-clinical issues, while offering first line support to staff, physicians and patients.

SPECIFIC DUTIES:

<table>
<thead>
<tr>
<th>% of Effort</th>
</tr>
</thead>
<tbody>
<tr>
<td>40%</td>
</tr>
<tr>
<td>20%</td>
</tr>
<tr>
<td>10%</td>
</tr>
<tr>
<td>10%</td>
</tr>
<tr>
<td>5%</td>
</tr>
<tr>
<td>5%</td>
</tr>
<tr>
<td>5%</td>
</tr>
</tbody>
</table>

1. Coordinate and participate in the delivery of patient care ensuring compliance with physician orders and established policies and procedures; perform duties of staff nurse as necessary; participate in direct patient care activities as a targeted strategy for role modeling or information gathering.

2. Plan and assist with coordination of staff schedules and submit for manager approval; be available for emergencies involving the clinic, staffing, and patients and their families.

3. Collaborate with the Nurse Manager for issue resolutions and projects to improve work flow processes throughout the department utilizing a proactive approach. Identify clinical operational needs and practices for continued quality improvement; manage appropriate level of equipment, supplies, and monitor equipment maintenance.

4. Assess the environment of care and make recommendations to ensure optimal patient comfort, safety, and compliance with various regulatory bodies. Ensure standards are set for nursing staff and others involved to aid in facilitating a clean clinic setting.

5. Assist with various personnel actions including, but not limited to, interviewing, orientation, performance appraisals, and scheduling.

6. Assist with mentoring and coaching staff on exemplary customer service; promote effective communication skills to include, but not limited to, problem solving, assertiveness, support for team members, feedback, active listening, and conflict resolution.

7. Assist with development, documentation, implementation, and monitoring of Duke Student Health mission statement and objectives as well as the learning opportunities and skill development for staff, including competency training.

8. Perform other related duties incidental to the work described herein.
The above statements describe the general nature and level of work being performed by individuals assigned to this classification. This is not intended to be an exhaustive list of all responsibilities and duties required of personnel so classified.

NECESSARY QUALIFICATIONS

- Must be licensed as a Registered Nurse in the State of North Carolina.
- Graduation from an accredited Bachelor's of Science in Nursing.
- Work requires a minimum of two years of experience, with an additional year of experience in a supervisory position OR an equivalent combination of relevant education and/or experience.

SPECIFIC SKILLS AND COMPETENCIES

- Knowledge of current standards, principles and practices of nursing care.
- Knowledge of developmental and health issues of emerging adult populations.
- Knowledge of state and federal rules and regulations as they apply to the practice of nursing.
- Ability to work effectively as a team member.
- Understanding of and commitment/ability to work as an integral part of a Student Affairs community with shared goals toward enhancing student success.
- Strong organizational, listening, and communication skills (written and oral), attention to detail, and ability to be flexible.

PREFERRED ADDITIONAL QUALIFICATIONS

- Experience in adult, pediatric, family medicine or other primary care practice.
- Experience in college health or with college-aged population.
- Minimum 3 years of clinical experience.
- Proficiency in Electronic Medical Records usage