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Position Specifications – Manager Labor & Delivery, NICU and Pediatrics

Our client is a prestigious, highly respected hospital located in the San Francisco Bay Area. The hospital provides services in virtually all specialties, and is staffed with doctors trained to treat almost any problem or condition.

The hospital is 148-bed facility and it employs a staff of more than 900. The medical staff includes more than 700 physicians and other allied health professionals, including certified nurse midwives. The hospital is fully accredited by the Joint Commission on Accreditation of Healthcare Organizations (JCAHO), the Commission on Accreditation of Rehabilitation Facilities (CARF), and is licensed by the state of California and approved for the acceptance of Medicare patients.

Our client is an integral part of the community, with an expanded Family Birth Place, the addition of the Women's Cancer Center, a Rehabilitation Center and Physical Performance Institute and a number of specialty programs, including a Spine Center, Arthritis Center, and Joint Care Program, among others.

The hospital opened in 1962 to meet the increasing needs of the community. In 1984 the status of the hospital changed from not-for-profit to for-profit. As a requirement of this change in status, a completely independent charitable trust, was formed and funded by the profit that resulted from the sale of the hospital. The trust's mission has continued to be support of projects that protect and enhance the health and welfare of our community.

Our client is part of one of the nation's largest healthcare systems, which owns or operates 115 acute care hospitals and related businesses serving communities in 17 states. The company employs approximately 113,750 people nationwide. The company's acute care hospitals, with 28,512 licensed beds, offer a wide array of medical services and serve as the anchors for its regional health care delivery networks.

The Management

An overview of top management shows an exceptional blend of technical, operational and business development expertise in the field of acute and specialty care and services. Underlying the management team's skill-set is a passionate, deep-seeded and visionary commitment to excellence, innovation and growth.

The style of management and the organizational culture of excellence is deeply rooted in the principles of teamwork and mutual support. To complement the management team an individual must be able to blend their individual success into that of the entire team and share in the commitment and the satisfaction of the patient and family, as well as the professional staff and co-workers.

The level of teamwork and support among management group is extraordinarily high and remarkably effective. This group of managers, with their collaborative style and complete commitment to the mission, is the heart of the organization's success.

Position Description

The position of Manager of Labor and Delivery will be responsible for the coordination of the clinical unit to ensure optimum quality care. This position is a Monday through Friday assignment, however the Manager of Labor and Delivery will be responsible for the 24 hour management of the unit, including staffing, management of personnel and material resources, overseeing patient acuity and monitoring staffing records.

There are 23 FTE's in the Department, which includes the Delivery Room, Nursery, NICU and Post Partum. The direct reports to this position are all supervisors, coordinators and charge staff. The Manager of Labor and Delivery will be able to take patients as necessary.

Responsibilities

The successful candidate for the Manager of Labor and Delivery will:

- ⇒ Supervise and coordinate the work of licensed and unlicensed personnel in the unit and oversee the quality and effectiveness of care given by the staff.
- ⇒ Assist in hiring, training, evaluating and disciplining of staff as necessary.
- ⇒ Assist the management team of the unit in meeting budgetary and fiscal goals.
- ⇒ Participate in establishing policies and procedures of the unit and assure the compliance of such policies and procedures.
- ⇒ Develop and maintain the personnel record system that meets organization personnel information needs.
- ⇒ Participate on committees and special projects and seek additional responsibilities.
- ⇒ Serve as integral member of the management team to participate in the development of strategic organizational planning.
- ⇒ Communicate the department and hospital vision, goals and objectives clearly in both words actions to the members of the staff.

- ⇒ Work collaboratively with other departments and act as a role model for the staff.
- ⇒ Exercise good judgment in communications with regard to the audience and the circumstances.
- ⇒ Meet the Standards of Behavior.
- ⇒ Demonstrate an understanding of how individual performance contributes to customer and patient satisfaction.
- ⇒ Work one-on-one with all staff in the department to assure the standards of behavior are being met and assist in the units overall customer goals.
- ⇒ Create an environment that promotes customer service.
- ⇒ Be accountable for meeting JCAHO and Title XXII requirements and other regulatory agencies as applicable.
- ⇒ Comply with all established hospital and departmental policies and procedures.
- ⇒ Adhere to procedures for patient care charges and the prudent use of materials.
- ⇒ Be willing and able to manage patients in the unit if the need arises to do so.

Experience

Educational Requirements, BSN preferred or working towards Licenses and Certification Requirements, Current California RN License, BCLS

At least one year experience in the Labor and Delivery is required.

One year previous supervisory/charge experience is highly preferred.

Personal Style and Character Traits

The Manager of Labor and Delivery is a key position in the organization. The successful candidate must have the following skills:

Excellent Communication Skills, both written and oral: The successful candidate's communication style should be direct, but not confrontational. The successful candidate must be a good listener. He or she must have the ability to get a complete understanding of the needs and requirements for the patient, physician, and staff, and clearly prioritize those.

Sense of urgency: The successful candidate will possess a high energy level, which allows them to react to situations quickly and decisively, possessing self confidence to be assertive when taking a position, not being afraid to make decisions.

Image and Presence: The successful candidate will have significant exposure to patients and family and other staff and support personnel and, as such, he or she must project the appropriate image for the hospital. The right person will be a strong, self-confident individual who keeps the big picture in focus at all times, and knows when to listen, when to talk and when to direct.

Accountability: He or she should be a results oriented team player who leads by example, holds him or herself accountable for performance, takes absolute ownership, and champions all aspects of the unit.

Indomitable Work Ethic: The successful candidate will reject setbacks and will enthusiastically persist until ambitious goals are achieved. He or she will be resourceful and innovative at managing the day-to-day operations of the department, as well as gaining support and understanding for future enhancements and capabilities.

The Opportunity

Our client has become an integral part of the community. This position offers the right person an opportunity to work in an innovative environment that utilizes state-of-the-art technology and services. The Manager, Labor and Delivery will have an opportunity to significantly grow their direct experience and knowledge of the industry and position themselves to meet future career challenges with a broad and noteworthy experience base.

Because our client is part of one of the nation's largest healthcare systems, the opportunity is present for advancement, not only in our client's facility, but in other facilities and programs, nation-wide.

Compensation

The compensation plan is based on a competitive base salary commensurate with the experience and the demonstrated accomplishments of the successful candidate, and will reflect the opportunity at the Company. The organization has an excellent employee benefits package, consisting of Medical Coverage, a Dental Plan, a Vision Plan, Employee Assistance Program (EAP), Income Replacement Program, Health Care Spending Account, Dependent Day Care Spending Account, Credit Union, Core Life Insurance, a Stock Purchase Plan and a 401 (K) program.