



JOB DESCRIPTION

Nurse Manager, Outpatient Department

Nursing — Outpatient Department

1. POSITION IDENTIFICATION

POSITION TITLE	Nurse Manager, Outpatient Department	POSITION CODE	JD-NUR-10
DEPARTMENT	Nursing — Outpatient Department	GRADE	xxx
REPORTS TO	Chief Nursing Officer	FUNCTIONAL LINE	Outpatient Department Medical Director
COVERAGE	Clinic hours, with extended cover	CATEGORY	Full time, managerial
WORKING RELATIONSHIPS	Supervises clinic charge nurses, staff nurses, nursing assistants, and clinic clerical staff. Member of the Nursing Leadership Committee, the Infection Prevention Committee, and the Patient Experience Committee. Coordinates with consultant staff, appointment scheduling, pharmacy, laboratory, imaging, admissions, and billing.		

2. JOB SUMMARY

Leads nursing practice and clinic operation across the outpatient department. Holds the safety and quality of care given in the clinics, the competence of the nursing staff who give it, and the flow of patients through registration, assessment, consultation, and follow-up. Sets the staffing plan against clinic volume and acuity, controls the departmental budget, and answers for the clinical environment of the outpatient areas.

3. KEY RESPONSIBILITIES

Clinical practice and patient safety

- Ensure every patient is assessed on arrival to the scope and within the timeframe set by policy, and that findings are acted on.
- Ensure patients are identified by two identifiers before every medication, procedure, specimen, and treatment.
- Ensure high-alert medication, vaccines, and cold chain are handled under the controls set for them.
- Maintain the recognition and escalation of the deteriorating outpatient, including transfer to the emergency department, and the readiness of resuscitation equipment in every clinic area.
- Ensure informed consent is obtained and recorded before outpatient procedures.

Clinic operation and flow

- Plan clinic templates and nursing cover with the medical director against expected volume and case mix.
- Monitor waiting time, clinic start and overrun, and did-not-attend rates, and act on what they show.
- Maintain the arrangements for referral, follow-up appointment, and communication of results, so no result or referral is left unclosed.

Infection prevention and environment

- Maintain hand hygiene, standard precautions, and the triage and separation of patients with suspected communicable disease at the point of entry.
- Maintain cleaning, disinfection, and sterile supply arrangements for treatment and procedure rooms.
- Maintain the safety of the outpatient environment, including equipment readiness, and report faults and hazards.

Staff management

- Determine the nursing staffing plan and take part in recruitment, orientation, and annual performance evaluation.
- Ensure every position has a current job description, documented orientation, and assessed competence for the age groups and procedures of the clinic.
- Ensure staff hold current licensure and life support certification, and complete mandatory education.

Quality and patient experience

- Maintain the department quality measures and report them to nursing leadership.
- Ensure events and near misses are reported the same day and take part in their review.
- Act on patient complaints and experience results, and close the actions arising.
- Maintain readiness for accreditation survey and take part in tracer activity.

4. QUALIFICATIONS REQUIRED

REQUIRED	PREFERRED
– Bachelor of Science in Nursing. – Current registration with the national nursing authority. – Five years of clinical nursing, including two in a supervisory or charge role. – Valid basic life support certification; advanced cardiac life support within twelve months of appointment. – Working proficiency in English and Arabic, written and spoken.	– Master's degree in nursing, health administration, or a related discipline. – Ambulatory or outpatient nursing experience. – Experience of a hospital accreditation survey, or training in quality improvement.

5. CORE COMPETENCIES

- Clinical assessment and judgment in the ambulatory setting.
- Recognition and escalation of the deteriorating patient.
- Staffing to volume and acuity, and management of patient flow.
- Coaching, competence assessment, and performance management of nursing staff.
- Service recovery and communication with patients and families.

6. AUTHORITY

The position holder may:

- Close or curtail a clinic session where staffing or the environment presents a risk to patients, with the medical director.
- Withdraw a staff member from an assignment beyond the competence held.
- Stop the use of equipment, a medication, or a supply where its condition or handling is unsafe.
- Commit departmental expenditure within the approved budget.
- Escalate directly to the Chief Nursing Officer any unresolved risk to patient safety.

Performance is evaluated at least annually against the responsibilities set out in this description and the objectives agreed for the period in the annual performance agreement, which carries the indicators and targets applying to this position.

7. WORKING CONDITIONS

Outpatient clinic and procedure areas. Exposure to blood and body fluids, infectious disease, and cleaning agents; standard precautions required. Prolonged standing and walking, with patient handling as required. Extended clinic hours and occasional weekend cover.

8. ACKNOWLEDGMENT

The position holder confirms having read this job description, understood the responsibilities it carries, and had the opportunity to ask questions about it.

9. How to Apply

Interested candidates should send a CV and a short cover letter hr.uobmc@balamand.edu.lb