



The University of North Carolina Wilmington  
 PROFESSIONAL NURSE  
 COMPETENCY PROFILE

**Description of Work:** This class provides 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.

ROLE DESCRIPTIONS BY COMPETENCY LEVEL		
CONTRIBUTING	JOURNEY	ADVANCED
Positions at this level perform a limited variety of professional nursing functions which usually include monitoring care rendered by subordinate employees, the administration of medications, patient teaching and skilled patient assessments. The work typically includes preparing patients for examination, obtaining routine specimens and vital signs, assisting health care providers with procedures and treatments, observing the patient in need of acute care or following a procedure performing basic patient education. Work also includes instructing health care providers and others in the role of the nurse and related nursing personnel.	Positions at this level perform specialized nursing and medical treatment and care to a specific group of patients. They develop nursing care plans based on diagnosis and pertinent medical information, patient and family needs, and patient-care problems; independently carry out nursing care process and set up an environment to assist patients in obtaining maximum level of functioning or recovery. Individuals in this level may also provide primary, preventive and rehabilitative care to individuals in a public health program. Individuals in this level may also be responsible for serving as a “charge nurse” overseeing the daily nursing care activities on an assigned shift	Positions as this level perform comprehensive, complex professional level nursing work in providing primary, preventive and rehabilitative care to individuals and families in a variety of settings, including public health. There is a greater emphasis on independent practice, advanced clinical knowledge/skills, in depth research activity and broader responsibility for providing consultation, didactic instruction and expert precepting. Employees may provide care, administer medication and record data in accordance with research study protocols. Employees may develop, coordinate and present specialized program curricula, and may include seminars,

	for one unit, or in a preceptor role, coordinating all licensed and non-licensed staff training.	workshops, short courses and tutorials within the specialty area. These employees are responsible for the implementation, coordination and evaluation of patient care, and may assist the nursing supervisor by directly supervising all licensed and unlicensed nursing staff on their assigned shift.
<b>Competency</b>	<b>Definition</b>	
Technical Knowledge	Knowledge of nursing principles and techniques and their relation to medical and/or surgical practices and skill in their application. Knowledge of the practice and application of nursing techniques and practices. Knowledge of medications and drugs, common dosages, their psychological, physical and physiological effects and possible adverse reactions. Knowledge of concepts and principles of health promotion and disease prevention. Knowledge of abnormal signs and symptoms relating to physical and mental illness, as well as indicators of wellness. Knowledge of medications and drugs, common dosages, their psychological, physical and physiological effects and possible adverse reactions. Knowledge of emergency treatments and interventions.	
Consulting/Advising	Ability to provide advice and counsel. Ability to understand patient programs, organization and culture.	
Critical Thinking	Critical thinking includes questioning, analysis, synthesis, interpretation, inference, inductive and deductive reasoning, intuition, application and creativity. Ability to develop, evaluate, implement and modify a plan of nursing intervention to meet the needs of individual patients.	
Client/Customer Service	Knowledge of principles and process for providing customer and personal services. Ability to develop and maintain professional relationships with patients, their families and staff by listening, understanding and responding to identified needs.	
Coaching/Mentoring	Knowledge of teaching and consulting techniques. Ability to provide guidance and feedback to help patients, their families and staff to strengthen their understanding of and capacity to deal with health issues.	
Communication	Ability to present information to patients, families and staff effectively in a manner suited	

	to their characteristics and needs. Ability to convey information clearly and concisely either verbally or in writing to ensure that the intended audience understands the information and the message. Ability to listen and respond appropriately to others.
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<b>Competency</b>	<b>Contributing</b>	<b>Journey</b>	<b>Advanced</b>
<b>Technical-Knowledge</b>	<p>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.</p> <p><u>Basic knowledge</u> - The span of knowledge minimally necessary to complete defined assignments.</p>	<p>Knowledge of unit organization and standard operational procedures. Ability to lead a team; skill in delegation and making assignments.</p> <p><u>Working knowledge</u> - The span of knowledge necessary to independently complete defined assignments to produce an effort or activity directed toward the production or accomplishment of the research objective.</p>	<p>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.</p> <p><u>Full knowledge</u> - The broad scope of knowledge demonstrated on the job that is beyond journey competencies.</p>
<b>Consulting/Advising</b>	<p>Ability to provide patient and family information on services provided by the organization, and policies and procedures of the organization. Ability to advise and counsel subordinate employees on daily routines.</p>	<p>Ability to provide feedback and advice/counsel to nursing staff on care rendered to patients.</p>	<p>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 and job performance</p>

<b>Competency</b>	<b>Contributing</b>	<b>Journey</b>	<b>Advanced</b>
<b>Critical Thinking</b>	Basic ability to implement the nursing process (assess, plan, implement and evaluate) with limited supervision or some supervision as needed.	Ability to independently implement the nursing process (assess, plan, implement and evaluate) to meet patient needs. Ability to base judgments on facts and reasoning. Ability to be open-minded, organized and systematic, and inquisitive. Ability to be reflective and self-monitoring. Ability to be creative. Ability to demonstrate discernment of patient complaints.	Ability to manage complex dilemmas. Ability to anticipate, recognize and respond to potentially problematic situations.
<b>Client/Customer Service</b>	Ability to demonstrate a professional, caring approach. Ability to demonstrate patience in dealing with patients/clients/families.	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.	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.
<b>Coaching/Mentoring</b>	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.	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.	Ability to provide instruction to nursing and medical staff on disease processes, treatment, care, etc. regarding their case load.

<b>Competency</b>	<b>Contributing</b>	<b>Journey</b>	<b>Advanced</b>
<b>Communication</b>	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.	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.	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 audiences. Ability to effectively manage group processes.

