

# THE PERSON-IN-CHARGE

## GOALS

To differentiate the most common organizational Person-In-Charge titles and their organizational role expectations.

To clarify the Person-In-Charge roles as to their hierarchal relationship.

## INTRODUCTION

I have heard it said, “There is nothing like being the “Person-In-Charge!” This statement leaves a person wondering if the statement indicates the charge role is a “good” experience or a “bad” experience. However, by intellectually understanding each charge role and expected related behaviors, a “good” and (in addition) “rewarding” experience as the “Person-In-Charge” is most likely to be the outcome.

To successfully perform a “Person-In-Charge” role with its responsibilities according to the specific titles as stated below in this article, the person/employee in such a role is to have assigned expectations of behavior(s)—a.k.a. job description. Included, in the job description is how the specifically assigned role of the “Person-In-Charge” title is expected to contribute to the overall organization’s long-term goals and short-term objectives. The job description clarifies and promotes efficient work collaboration with possibly other employees who have other “Person-in-Charge” roles and who, also, are required to support the organizational standards.

At the end of each “Person-In-Charge” organizational title and their functions stated in this article, there is a starred (\*) short paragraph indicating the obvious need for one or more of the usual skills for adequate performance-- *social skills*, *performance skills*, and or *problem-solving skills*. It is ideal, of course, for all organizational employees known as the “Person-In-Charge” to have some degree of expertise in all three skills; however, due to the need for a different and specific talent(s) needed for each organizational charge role, there is, usually, an emphasis on a skill (or two) that enhances the success of the “Person-In-Charge.”

## THE PERSON-IN-CHARGE

**LEADER OR GOVERNMENTAL OVERSEER:** The job description of this specific “Person-In-Charge” identifies this person as a significant leader. It describes a person in a commanding role and a change agent who presents (as needed), personal skills, emotional intelligence, and acquired power. A leader or governmental overseer moves other people toward positive actions to produce overall desired or organizationally required outcomes. This role requires a dynamic personality and an overwhelming sense of respect by all who are considered or assigned to his/her command.

As the inspiration for the organization's existence and positive changes, the leader has a recognized primary focus regarding the organization's vision, inspiration, and motivation. The leader, by concept and definition, accomplishes required organizational outcomes and goals by inspiring and guiding the organizational team, including other persons assigned to charge positions. This person has a compelling force in an organization to require the meeting of his/her organizational demands. Leaders are known to assert their views/visions on the world/organization around them—then, to hire or make a personal decision(s) as to the administrators, managers, bosses, and/or supervisors to oversee their vision and carry out their organizational goals. It is through the leader's vision, requirements, and approval that the personal abilities of others are recognized and assigned to the other commanding role(s) as the "Person-In-Charge."

\*The role most often requires a person with *exceptional problem-solving skills* in conjunction with *social skills*. *Performance skills* are usually associated with visionary ideas of future happenings and the success of the organization.

**ADMINISTRATOR/MANAGER:** An administrator's/manager's job description requires a person who identifies what needs to be done in an organization by working on a plan to accomplish the decisions of a higher "Person-In-Charge" (such as a leader or a governmental overseer). There is a consistent responsibility that the daily organizational tasks meet the goals and expectations of the leader. With an emphasis on the cognitive domain (that is, emphasis on thought and planning decisions) the administrator/manager assures the attainment of required long-term goals and ongoing objectives of the organization. This role requires a calm and stable demeanor that sends a message of managed control and expected organizational compliance as he/she directs and performs organizational operations. Supervisory employees are expected to perform/work under the administrator/manager's command.

\*The role most often requires a person with *exceptional problem-solving skills* to meet the expectations and demands of the leader, as well as quiet, stable, and controlled *social skills* to encourage successful day-to-day happenings or operations within the organization.

**SUPERVISOR:** Different from the leader and administrator/manager, a supervisor requires a focus on finite day-to-day happenings or operations within the organization. The responsibilities include implementing an administrator's/manager's plan by training employees, coordinating work assignments, scheduling work shifts, assuring quality job performance, and reporting to the administrator/manager the employee performance and how the day-to-day work required of the administrator/manager is getting done. Employees assigned to a supervisor are expected to perform/work directly under the supervisor's command.

\*The role most often requires a person with *exceptional problem-solving skills* to meet the supervisor's/manager's expectations. *Social skills* are required to encourage employees to respectfully listen to and meet promptly the job expectations of the supervisor.

**BOSS:** The term “boss” within an organization can be positive or less positive depending on the context of its use and the existing relationship between the individuals. When the term “boss” is used between friends, it can be a word representing respect. When the term “boss” is used on or within a job description it is used with respect and expectation of employee compliance.

A boss, historically, is known as an authoritarian or domineering person who oversees another person(s) and tells them what to do within the organization. He/she inspires other employees to be their best by identifying each employee’s best qualities and performance in their work assignments. The term is old in its use from the 1600’s.

\*The role most often requires a person to have an outstanding and recognizable combination of *problem-solving skills* and *social skills* and know when to emphatically use one or the other skills to encourage others to effectively perform their required tasks.

**DIRECTOR(S):** A director is a person overseeing, governing, or directing the affairs of a company/organization. In contrast, a Board of Directors is usually an uneven number or group of predetermined qualified individuals who are assigned by a leader to meet and make a collectively decided *recommendation(s)* (not decisions) through a process of collaborative discussions, interviews, reviews, and shared board member expertise. The mutually decided recommendation(s) are submitted to the instigator of the Board of Directors—most often a leader, administrator, or manager.

\**Social skills* among the Board of Director participants are usually necessary as they promote the collaborative sharing of thought and ideas necessary to make an agreed-upon Board of Director recommendation(s). *Problem-solving skills* are related to identifying, accepting, and dismissing apparent factors to determine the most obvious and reasonable recommendation(s).

## **BASIC COURTESY TO ALL ORGANIZATIONAL ROLES & EMPLOYEES**

It is a well-known fact that quality performance within an organizational staff includes mutual respect. This respect is enhanced through a shared understanding of expected intellectual knowledge, the ability to do/perform, and the exhibition of a kind and thoughtful demeanor. The person in charge is the authority for job description expectations and is an example of mutually respectful behavior(s).

Employee respect, kindness, thoughtfulness, and a director’s positive recognition of work well done are the telling signs of an outstanding “Person-In-Charge.” Yes—it is important to get a job done efficiently; however, the manner and spirit in which the charge role is performed can enhance or diminish an organization’s community support and contributions as active community participants in the intended mission of the organization.

Always let it be said and recognized that a person in any role of organizational authority known as a director can find time, produce effort, exhibit kindness, show respect, and exude concern for other human beings under their direction. Such ability and willingness to thoughtfully support and acknowledge the efforts of positive job performance and encourage excellence in work behaviors is the most important role of the “PERSON-IN-CHARGE.”

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