

**LIBERTY HEALTH
DEPARTMENT OF NURSING
COMPETENCY BASED JOB DESCRIPTION**

TITLE: Educator
Reports to: Director of Education
Department: Education Department

Employee Name: _____
Effective Date: _____
Revised Date: _____
Calendar Year: 2011

Education Requirements: Master's degree preferred in nursing or areas of expertise
 Graduate of an accredited school of nursing
 Current of New Jersey Register Nurse license

Certifications: BLS / ACLS certification

RATING SCALE: √ the appropriate rating for each item	
Unsatisfactory:	Performance consistently does not meet the expected level of performance of the job standard. The employee is unable to perform the standard without substantial and consistent assistance and close monitoring. At this level, verbal counseling has often taken place regarding job performance.
Below Standard:	Performance frequently does not meet the expected level of performance of the job standard. The employee needs additional assistance and frequent monitoring.
Meets Standard:	Performance consistently meets the expected level of performance of the job standard. Employees at this level have a complete understanding of all aspects of the job and can execute the standard as expected. Employees require normal monitoring
Exceeds Standard:	Performance frequently exceeds the expected level of performance of the job standard. All aspects of the job are fully understood and executed. The employee occasionally takes the larger or more difficult assignments, completes the assignment and assists others or performs extra tasks.
Outstanding:	Performance consistently exceeds the expected level of performance of the job standard. All aspects of the job are fully understood and executed. The employee routinely takes the larger or more difficult assignments, completes the assignment and assists other or performs extra tasks.

Note: all ratings of "Unsatisfactory," "Below Standard," "Exceeds Standard," and "Outstanding" must be documented with a behaviors in the comments section. Please indicate overall score for each category. Overall rating of unsatisfactory or below standard may require counseling, remediation and / or work improvement plan.

Job Summary

Responsible for planning, organizing, implementing and evaluating staff and patient education programs by providing 24 hours a day, 7 day a week services. The Educator is also expected to act as a primary resource to managers and staff in relation to providing quality patient care outcomes.

Performance Standards:

1. Customer Satisfaction – performs at best. Acts in the best interest of customers and the community. Is committed to improve service continuously	NA	U	BS	MS	ES	O
◆ Looks out for customers who appear lost and offers assistance and intervenes to offset adverse impact						
◆ Lets visitors and patients have first priority when waiting or riding in elevator						
◆ Maintains confidentiality of all written and electronic information						
◆ Knocks and waits for a response before entering a patient room. Announces self and waits for response						
◆ Keeps voice low and refrains from social conversations in any customer area						
◆ Introduces self to customers with appropriate greeting, smile and good eye contact						
◆ Wears I.D. in such a way; that customers can easily read it, 100% of the time						
◆ When customers ask for assistance – respond pleasantly						
◆ Strives to answer the telephone in a timely manner						
◆ Keeps patients, visitors and physicians informed of potential and actual wait time						
◆ Responds to call lights/patient requests within 1 minute/responds within an agreed upon time						
◆ Respects the rights, property, and privacy of others						

Customer Satisfaction – cont'd	NA	U	BS	MS	ES	O
<ul style="list-style-type: none"> ◆ Complies with dress code policy 						
Total Score:						
Comments:						
2. Teamwork – Works together with team members. Takes pride and shares in everyone's accomplishments	NA	U	BS	MS	ES	O
<ul style="list-style-type: none"> ◆ Does part to be flexible and committed to department/unit team and other co-workers 						
<ul style="list-style-type: none"> ◆ Never disagrees or places blame on co-workers in front of any customers 						
<ul style="list-style-type: none"> ◆ Assists co-workers without being asked 						
<ul style="list-style-type: none"> ◆ Positive work approach – adds to overall departmental morale 						
<ul style="list-style-type: none"> ◆ Does not have excessive absence and / or tardiness 						
<ul style="list-style-type: none"> ◆ Prepared to receive assignment at start of shift 						
<ul style="list-style-type: none"> ◆ Participates in unit orientation programs by providing guidance and support to new employees 						
Total Score:						
Comments:						
3. Duties and Responsibilities	NA	U	BS	MS	ES	O
<ul style="list-style-type: none"> ◆ Demonstrates the ability to assess, plan, implement and evaluate continuum of care. 						
<ul style="list-style-type: none"> ◆ Develops and evaluates annual educational goals 						
<ul style="list-style-type: none"> ◆ Accountable for the development and implementation of an individualized orientation plan for each new employee in the division of Patient Care Services 						
<ul style="list-style-type: none"> ◆ Participates in the orientation of new hospital employees as requested by the Department Director 						
<ul style="list-style-type: none"> ◆ Accountable for coordinating, planning, and implementing inservice / continuing education programs that meet the needs of all staff members 						
<ul style="list-style-type: none"> ◆ Collaborates with the Patient Education Committee to facilitate the implementation of patient education programs 						
<ul style="list-style-type: none"> ◆ Collaborates with the Unit Managers and Directors to develop, implement and evaluate the unit's education programs 						
<ul style="list-style-type: none"> ◆ Implements administrative and divisional policies and procedures 						
<ul style="list-style-type: none"> ◆ Assists Administrative Coordinator with the development of the department's labor, supply and capital equipment budgets 						
<ul style="list-style-type: none"> ◆ Collaborates with the Performance Improvement Department regarding the development, implementation and evaluation of quality improvement activities for the Education Department 						
<ul style="list-style-type: none"> ◆ Maintains good interdepartmental and interpersonal relationships 						
<ul style="list-style-type: none"> ◆ Maintains confidentiality regarding patient, staff and hospital issues 						
<ul style="list-style-type: none"> ◆ Provides opportunities for staff, families and patients to discuss their educational concerns / interests 						
<ul style="list-style-type: none"> ◆ Facilitates a professional practice environment and supports the staff and patient education process 						
<ul style="list-style-type: none"> ◆ Serves as a resource person to staff 						
<ul style="list-style-type: none"> ◆ Supports / conducts nursing and health related research 						

Duties and Responsibilities – cont’d <ul style="list-style-type: none"> ◆ Participates in conferences / committees that discuss issues relating to patient care ◆ Performs other duties and tasks as assigned 	NA	U	BS	MS	ES	O
Total Score:						
Comments:						
4. Initiative <ul style="list-style-type: none"> ◆ Exercises judgment to be creative, proactive, take initiative, accept responsibility and deliver results ◆ Demonstrates good utilization of time ◆ Problem solves within job scope limitations 	NA	U	BS	MS	ES	O
Total Score:						
Comments:						
5. Adaptability <ul style="list-style-type: none"> ◆ Reacts positively to change ◆ Handles stressful situations effectively 	NA	U	BS	MS	ES	O
Total Score:						
Comments:						
6. Professional Development / Competence <ul style="list-style-type: none"> ◆ The Nurse maintains standards for professional nursing practice in the clinical setting as defined by the American Association, NJ Board of Nursing and relevant national organizations ◆ Completes required department and system wide competencies ◆ Attends educational seminars, workshops and staff meetings pertaining to relevant areas of clinical or managerial skill development. ◆ Actively participates in unit bases / hospital Performance Improvement (PI) projects ◆ Exercises tact sensitivity, sound judgment and professional attitude when relating to patients/visitors and employees. 	NA	U	BS	MS	ES	O
Total Score:						
Comments:						
7. Communication <ul style="list-style-type: none"> ◆ Adheres to the current HIPAA regulation concerning patient confidentiality. Provides for patient privacy; safeguards the privacy of patients medical information ◆ Documentation is legible, complete, accurate and in accordance with P&P 	NA	U	BS	MS	ES	O

Communication – cont'd <ul style="list-style-type: none"> ◆ Reports and documents potential adverse occurrences and communicates same to manager ◆ Communicates promptly with physicians and mid-level providers regarding patient conditions and responses to treatments ◆ Contributes to an environment that is conducive to clinical education of new employees. ◆ Communicates all pertinent patient information to oncoming shifts 	NA	U	BS	MS	ES	O
Total Score:						
Comments:						
8. Safety <ul style="list-style-type: none"> ◆ Practices safety by observing established hospital policies and procedures; assures the safety and security of patients and staff at all times ◆ Demonstrates the safe use of equipment. Reports any equipment malfunctions or environmental hazards promptly and arranges for repair or correction ◆ Follows hospital guidelines for medication safety and accountability ◆ Transcribes and countersigns physicians orders accurately and in a timely manner 	NA	U	BS	MS	ES	O
Total Score:						
Comments:						
9. Leadership <ul style="list-style-type: none"> ◆ Provides directions and supervision to other health care members to ensure proper implementation of plan of care 	NA	U	BS	MS	ES	O
Total Score:						
Comments:						
Working Conditions: An employee may be exposed to a variety of activities and conditions that place him/her at risk to exposure to certain diseases <ul style="list-style-type: none"> ◆ May be exposed to blood borne pathogens and bodily fluids ◆ May be exposed to a variety of electro-mechanical hazards ◆ May be exposed to hazards of flammable, and/or explosive gases ◆ May be exposed to outside elements (accidents, injuries, illness, death) ◆ May be exposed to varying and unpredictable situations ◆ May be exposed to occasional pressure due to multiple calls and demands for time Physical Demands: Individuals employed with the Nursing Division must be able to meet the physical demands identified below with or without reasonable accommodation <ul style="list-style-type: none"> ◆ Eyesight – Corrected vision 20/40 ◆ Hearing – Able to hear normal conversation and diminished sounds ◆ Speech – Able to talk clearly ◆ Strength – Able to perform required duties ◆ Physical Activity: Able to walk, stand, sit, lift, push, pull, carry, stoop, kneel and climb without restriction 						

**LIBERTY HEALTHCARE SYSTEM
DEPARTMENT OF NURSING**

Goals:

Manager comments:

Employee Comments:

Overall Score:

Unsatisfactory Below Standard Meets Standard Exceeds Standards Outstanding

Employee Signature: _____ **Date:** _____

Manager Signature: _____ **Date:** _____

Administrative Signature: _____ **Date:** _____