

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

**TITLE:** Education Specialist  
**Reports to:** Director of Educational Center  
**Department:** Patient Care Services

**Employee Name:** \_\_\_\_\_  
**Effective:** \_\_\_\_\_  
**Revised Date:** \_\_\_\_\_  
**Calendar Year:** \_\_\_\_\_

**Education Requirements:** NJ license with current registration  
 4 years of related nursing experience  
 2 years in a teaching or leadership position

**Certifications:** Masters Degree in nursing

<b>RATING SCALE:</b> √ the appropriate rating for each item	
<b>Unsatisfactory:</b>	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.
<b>Below Standard:</b>	Performance frequently does not meet the expected level of performance of the job standard. The employee needs additional assistance and frequent monitoring.
<b>Meets Standard:</b>	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
<b>Exceeds Standard:</b>	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.
<b>Outstanding:</b>	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. Mark each category and total score with a √ mark. Overall rating of unsatisfactory or below standard may require counseling, remediation and / or work improvement plan.

**Job Summary**

**Performance Standards:**

<b>1. Customer Satisfaction – performs at best. Acts in the best interest of customers and the community. Is committed to improve service continuously</b>	<b>NA</b>	<b>U</b>	<b>BS</b>	<b>MS</b>	<b>ES</b>	<b>O</b>
◆ 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 read it, 100% of the time						
◆ When customers ask for assistance – responds 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						
◆ Complies with dress code policy						
◆ Maintains the dignity / confidentiality of the patient, serves as a patient advocate at all times						

**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"> <li>◆ Does part to be flexible and committed to department / unit team and other co-workers</li> <li>◆ Never disagrees or places blame on co-workers in front of any customers</li> <li>◆ Assists co-workers without being asked</li> <li>◆ Positive work approach – adds to overall departmental morale</li> <li>◆ Does not have excessive absence and / or tardiness</li> <li>◆ Prepared to receive assignments at start of shift</li> <li>◆ Participates in unit orientation programs by providing guidance and support to new employees</li> </ul>						
Total Score:						
Comments:						
3. Duties and Responsibilities	NA	U	BS	MS	ES	O
<ul style="list-style-type: none"> <li>◆ Demonstrates the ability to assess, plan, implement and evaluate continuum of care</li> <li>◆ Develops, teaches, coordinates and evaluates educational programs with full accountability for same</li> <li>◆ Collaborates with nurse managers/coordinator to assess educational needs of staff, plan programs and provide continuous competency assessment of staff</li> <li>◆ Provides clinical and educational resource to all levels of nursing personnel</li> <li>◆ Develops and supports preceptors in their role</li> <li>◆ Develops mentorship program</li> <li>◆ Provides mentorship to students/staff</li> <li>◆ Participates and promotes collegiality within the interdisciplinary health care team and other advanced practice nurses</li> <li>◆ Communicates effectively with others and acknowledges effects of behavior on others</li> <li>◆ Participates in the clinical practices and educational programs for health care professionals/students</li> <li>◆ Utilizes standards, polices and procedures as appropriate resources</li> <li>◆ Serves as program leader/facilitator for assigned educational programs</li> <li>◆ Maintain records of educational programs</li> <li>◆ Provides feedback and gives direction to the nurse educator in the department</li> <li>◆ Assumes position as program leader of the Student Nurse Extern Program</li> <li>◆ Liaison with outside agencies and schools. This includes increasing the number of school of nursing affiliations; high school placements, etc.</li> <li>◆ Directs day to day activities of department secretary</li> <li>◆ Supports the mission, vision, philosophy and goals of the department of nursing and Liberty Health</li> <li>◆ Maintains clinical expertise in area of specialization</li> <li>◆ Participates in nursing research activities and utilizes same in clinical practice / educational initiatives</li> <li>◆ Considers ethical issues of professional nursing practice and adheres to code of ethics</li> <li>◆ Demonstrates a humanistic, kind and caring attitude in the delivery of health care</li> <li>◆ Participates in committees, including but not limited to Patient Education Committee</li> <li>◆ Attends and participates in conferences and seminars</li> </ul>						
Total Score:						
Comments:						

<b>4. Initiative</b> <ul style="list-style-type: none"> <li>◆ Exercises judgment to be creative, proactive, take initiative, accept responsibility and deliver results</li> <li>◆ Demonstrates good utilization of time</li> <li>◆ Problem solves within job scope limitations</li> </ul>	NA	U	BS	MS	ES	O
Total Score:						
Comments:						
<b>5. Adaptability</b> <ul style="list-style-type: none"> <li>◆ Reacts positively to change</li> <li>◆ Handles stressful situations effectively</li> </ul>	NA	U	BS	MS	ES	O
Total Score:						
Comments:						
<b>6. Professional Development / Competence</b> <ul style="list-style-type: none"> <li>◆ 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</li> <li>◆ Completes required department and system wide competencies</li> <li>◆ Attends educational seminars, workshops and staff meetings pertaining to relevant areas of clinical or managerial skill development</li> <li>◆ Actively participates in unit based / hospital Performance Improvement (PI) projects</li> <li>◆ Exercises tact, sensitivity, sound judgment and professional attitude when relating to patients / visitors and employees</li> </ul>	NA	U	BS	MS	ES	O
Total Score:						
Comments:						
<b>7. Communication</b> <ul style="list-style-type: none"> <li>◆ Adheres to the current HIPAA regulation concerning patient confidentiality. Provides for patient privacy; safeguards the privacy of patients medical information</li> <li>◆ Documentation is legible, complete, accurate and in accordance with P&amp;P</li> <li>◆ Reports and documents potential adverse occurrences and communicates same to manager</li> <li>◆ Communicates promptly with physicians and mid-level providers regarding patient conditions and responses to treatments</li> <li>◆ Contributes to an environment that is conducive to clinical education of new employees</li> <li>◆ Communicates all pertinent patient information to oncoming shifts</li> </ul>	NA	U	BS	MS	ES	O
Total Score:						
Comments:						

<b>8. Safety</b> <ul style="list-style-type: none"> <li>◆ Practices safety by observing established hospital policies and procedures; assures the safety and security of patients and staff at all times</li> <li>◆ Demonstrates the safe use of equipment. Reports any equipment malfunctions or environmental hazards promptly and arranges for repair or correction</li> <li>◆ Follows hospital guidelines for medication safety and accountability</li> <li>◆ Transcribes and countersigns physicians orders accurately and in a timely manner</li> </ul>	NA	U	BS	MS	ES	O
Total Score:						
Comments:						
<b>9. Leadership</b> <ul style="list-style-type: none"> <li>◆ Provides directions and supervision to other health care members to ensure proper implementation of plan of care</li> </ul>	NA	U	BS	MS	ES	O
Total Score:						
Comments:						
<b>Working Conditions:</b> 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"> <li>◆ May be exposed to blood borne pathogens and bodily fluids</li> <li>◆ May be exposed to a variety of electro-mechanical hazards</li> <li>◆ May be exposed to hazards of flammable, and/or explosive gases</li> <li>◆ May be exposed to outside elements (accidents, injuries, illness, death)</li> <li>◆ May be exposed to varying and unpredictable situations</li> <li>◆ May be exposed to occasional pressure due to multiple calls and demands for time</li> </ul> <b>Physical Demands:</b> 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"> <li>◆ Eyesight – Corrected vision 20/40</li> <li>◆ Hearing – Able to hear normal conversation and diminished sounds</li> <li>◆ Speech – Able to talk clearly</li> <li>◆ Strength – Able to perform required duties</li> <li>◆ Physical Activity: Able to walk, stand, sit, lift, push, pull, carry, stoop, kneel and climb without restriction</li> </ul>						

**LIBERTY HEALTHCARE SYSTEM  
DEPARTMENT OF NURSING**

<b>Goals:</b>
<b>Manager comments:</b>
<b>Employee Comments:</b>

**Overall Score:**  
[ ] Unsatisfactory [ ] Below Standard [ ] Meets Standard [ ] Exceeds Standards [ ] Outstanding

**Employee Signature:** \_\_\_\_\_ **Date:** \_\_\_\_\_

**Manager Signature:** \_\_\_\_\_ **Date:** \_\_\_\_\_

**Administrative Signature:** \_\_\_\_\_ **Date:** \_\_\_\_\_