

Hospice of Southern Maine

Position Description

Title:	Clinical Educator	Reports to:	Employee Training & Development Manager
Primary Location:	136 US Route One	FLSA Class:	Exempt
Supervises:	None	Effective Date:	05/22/2019

Position Summary:

The Clinical Educator provides clinical education and evaluation to all clinical services team members within the specialty services of palliative and hospice care. The Clinical Educator utilizes evidence and nursing/specialty processes to assure that the plan of care for all patients under the care of HSM is appropriate, individualized, actualized, and evaluated. The Clinical Educator performs direct nursing services to patients as appropriate to provide real-time education to employees. The Clinical Educator is an Electronic Medical Record (EMR) super user and responsible to conduct EMR orientation and ongoing training sessions through group and individual instruction.

Qualifications:

Education: Graduate of a NLN accredited nursing program; BSN required; MSN preferred.

Experience: Experience in home and inpatient care settings required. Proficient in palliative symptom management and end of life care required. Minimum of 3 years of nursing experience required. Experience in hospice/palliative care required. Teaching or equivalent experience required. Experience using an electronic documentation system in a clinical setting required. A combination of relevant education and experience may be considered.

License/Certification: Registered Nurse licensed in the State of Maine or current licensure in a state participating in the multistate privilege to practice compact with Maine; licensed driver in Maine, with an automobile that is insured in accordance with state and/or agency requirements and is in good working order. Current Hospice and Palliative Nursing (CHPN) certification strongly preferred or willing to obtain certification within 24 months required. BLS certification required; certification must be kept active during the course of employment.

Essential Duties & Responsibilities:

1. Provides educational opportunities to clinical services staff to enhance palliative and hospice care skills and knowledge.
2. Provides an appropriate environment for adult learning by developing, planning and presenting educational activities through written materials, classroom and remote settings.
3. Collaborates with clinical leadership to plan, develop, coordinate and provide standardized competency-based orientation, specialized education, and ongoing inservice programs for HSM clinical employees and contracted entities, ensuring provision of quality care and compliance with hospice standards, regulatory and agency requirements.
4. Collaborates with clinical managers, preceptors and employees regarding orientation and determination of employee competency to perform work on their own.
5. Assesses and evaluates staff's clinical competencies and recommends corrections and improvements.
6. Consults with clinical services staff regarding educational needs and problem resolution.
7. Delivers group and one on one educational guidance and support to clinical staff as needed.
8. Initiates skills development programming based on observation and assessment of staff needs; monitors trends and assures compliance with quality standards.
9. Designs and prepares handouts, instructional materials, aids and manuals and/or orders educational aids and materials as appropriate.

10. Develops, designs and provides standardized training in the HSM simulation lab.
11. Conducts EMR orientation and ongoing training sessions and in-services through group and individual instruction in both classroom and remote settings, and in written and electronic format, for all users of the EMR.
12. Maintains knowledge of the systems, policies and procedures relevant to clinical practice for each of the roles trained in the EMR.
13. Trouble shoots EMR system issues related to clinical practice.
14. Sets up and populates electronic training environment.
15. Participates in the EMR system testing process for new functionality or system upgrades.
16. Educates clinical staff in the use of new clinical equipment, supplies, and instruments
17. Actively seeks and disseminates cutting edge knowledge to support excellence in the delivery of patient care.
18. Collaborates with the leadership team and QAPI staff regarding identified educational needs.
19. Identifies quality or care issues and works collaboratively to design and implement educational solutions.
20. Evaluates educational quality and effectiveness in a data-driven, systematic method.
21. Builds and maintains a library of resources that address frequently needed and/or required competencies and training materials.
22. Conducts periodic clinical environmental scan to determine educational priorities; uses these data to prioritize future educational planning.
23. Recommends revisions to policies and procedures as necessary to ensure provision of quality of care and compliance with current hospice standards and best practice, regulatory and agency requirements.
24. Performs other duties as assigned.

Other Job Functions:

The following is a list of responsibilities of this position, but is not intended to cover all duties that this position may be required to perform from time to time.

1. Performs all duties and responsibilities in accordance with the state Nurse Practice Act and in accordance with basic principles and guidelines, and Code of Ethics of professional nursing.
2. Works with diverse social and economic situations without imposing own values; maintains appropriate professional boundaries.
3. Demonstrates thorough and integrated understanding of hospice philosophy.
4. Demonstrates thorough and integrated understanding of team approach and communication.
5. Fosters a positive atmosphere; demonstrates positive interactions with internal and external customers; manages conflict effectively.
6. Demonstrates ability to be a productive member of a high performing team.
7. Provides timely and appropriate response to internal and external customer needs.
8. Accepts personal accountability for maintaining and enhancing knowledge and skills related to palliative and hospice care in all settings to ensure regulatory and reimbursement guidelines are met.
9. Demonstrates knowledge and support of agency's safety and OSHA policies. Demonstrates use of safety judgment on a case-by-case basis. Utilizes proper body mechanics and safe working techniques and reports unsafe environments/practices to supervisor in a timely manner.
10. Demonstrates understanding of, and acts in accordance with, HIPAA Privacy Standards, Corporate Compliance, Code of Conduct, and related agency policies.
11. Acts in a manner consistent with the Code of Conduct outlined in the Agency's Corporate Compliance Program.
12. Demonstrates understanding and compliance with agency policies, including but not limited to, documentation, continuing education, attendance/work schedules and required HR documentation, State and Federal policies and procedures, laws and regulations.
13. Demonstrates ability to use various computer software programs, with an advanced knowledge of computer use.

Required Skills, Abilities & Knowledge:

1. Thorough knowledge of clinical standards, procedures and policies within palliative and hospice care.
2. Ability to master electronic medical record and act as a resource to staff.
3. Ability to seek and apply evidence to new and existing policies, procedures, and protocols.

4. Ability to conduct and prioritize an environmental scan of educational needs (organizationally and with individuals).
5. Ability to objectively evaluate staff performance.
6. Ability to seek and apply evidence to educational materials.
7. Ability to identify and apply adult learning concepts to staff interactions and education modalities.
8. Ability to design multimedia/multimodal educational resources that meet identified educational goals.
9. Ability to provide operational guidance and leadership to clinical staff.
10. Knowledge of related accreditation and certification requirements.
11. Highly developed verbal and written communication skills; ability to present comfortably and effectively to large and small audiences.
12. Ability to plan, implement and evaluation individual patient care plans.
13. Advanced interpersonal skills; ability to work effectively in an influential capacity.
14. Ability to work in multiple locations (home, office, inpatient) as needs arise.
15. Ability to work during non-business hours, or on weekends as needed, to meet the educational needs of the agency.
16. Self-motivated and professional.
17. Ability to adapt to changing agency priorities in a positive manner.

Physical Requirements:

The physical requirements described are representative of those that must be met to successfully perform the essential responsibilities of this position. Reasonable accommodations may be made.

	Occasional (25%)	Frequent (50%)	Continuous (75%)
Lift or transfer			
Up to 10 lbs.			X
11-20 lbs.		X	
21-50 lbs.	X		
51-100 lbs.			
> 100 lbs.			
Carry		X	
Push or pull		X	
Climb		X	
Reach		X	
Stoop or bend		X	
Crouch		X	
Kneel		X	
Handle or feel		X	
Talk			X
Hear			X
See			X
Sit, walk, stand			X
Distinguish smell/temperature	X		
Exposure to blood borne pathogens and infectious disease	X		
Exposure to hazardous materials	X		
Repetitive Motion			X

Visual Requirements:

1. The worker deals with office and/or medical equipment at or within arms reach.
2. Must be able to see to drive and to create, complete and read documentation in electronic and written formats.

Mental Requirements:

1. Requires the ability to plan and perform a wide variety of duties requiring general knowledge of policies and procedures. Requires considerable judgment to work independently toward general

results, devising methods, modifying or adapting standard procedures to meet different conditions, making decisions based on precedent and policy.

This job description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required of the employee or for this job. Duties, responsibilities and activities may change at any time with or without notice.

Employee's Signature _____ Date _____