

UW HEALTH JOB DESCRIPTION

Program Manager, Nurse Residency Program

Job Code: 802030

FLSA Status: Exempt

Mgt. Approval: M. Glynn

Date: December 2022

Department: Nursing – Professional Development

HR Approval: K. Fleming

Date: December 2022

JOB SUMMARY

The Program Manager, Nurse Residency Program is responsible for the overall Nurse Residency Program (NRP) management of the Vizient/AACN Post Baccalaureate Nurse Residency program in support of the professional model of nursing practice at UW Health. The incumbent acts as a consultant for new areas hoping to hire nurse residents in the future and meets with nursing leadership to ensure structure and supports are in place to successfully expand the NRP. The incumbent is responsible for the assessment of orientation and training program needs, development, and execution of program objectives, and evaluation and ongoing improvement of a competency-based orientation for the Nurse Resident. The Program Manager is responsible for ensure CCNE accreditation standards are continuously met, substantive changes are submitted to CCNE, and other accreditation expectations (including writing self-study etc.) are completed.

The Program Manager will work with the NRP Coordinator(s) to ensure consistency in program implementation and evaluation. As numbers of new graduate nurses continue to expand, the Program Manager also can help with operational needs like cohort coordination as needed.

MAJOR RESPONSIBILITIES

Technical Skill: Incumbent performs his/her job demonstrating technical ability, understanding of job expectations, and compliance with organizational policies and procedures. The incumbent performs the following job responsibilities:

I. Education

- A. Refines and maintains the Nurse Residency Program to meet educational support needs of the Nursing department staff with specific focus on Post-Baccalaureate Nurse Residents at UW Health.
- B. Nurtures the Vizient/AACN Post-Baccalaureate Nurse Residency Program philosophy, policy, and objectives for Nurse Residents to facilitate their smooth transition into the UW Health model of professional nursing practice.
- C. Coordinates the entry of the graduate nurse resident into the program, including requisite assessment, pre-clinical and clinical orientation, and the competency verification process to facilitate integration into the UW Health system.
- D. Oversees implementation of the graduate Nurse Residency Program curriculum, in collaboration with the residency coordinator and Nurse Residency Program Advisory Committee, with input from nursing leadership.
- E. Assists with coordinating classes, skills labs, specialized courses, group sessions, and other activities that constitute the program curriculum, which are based on adult learning principles.
- F. Selects varied teaching strategies, as appropriate, for classroom and clinical experience. Develops and implements innovative models of instruction to support clinical learning in seminars and at the bedside.

II. Mentor

- A. Observes and evaluates resident practice in collaboration with preceptors and CNM's, and recommends changes, as warranted, using an evidence-based approach to practice.
- B. Provides leadership to preceptors and other educators in evaluating clinical performance against practice standards and providing feedback on performance to the learner and the CNM.
- C. Guides the Resident facilitators in working within the Vizient/AACN curriculum, seminar focus ad activities to achieve optimal UW Health outcomes, in collaboration with Nurse Residency Program Coordinator.
- D. Interacts with staff in an ethical, consistent, fair, timely, appropriate, and decisive manner in accordance with hospital and nursing policies.
- E. Works with ambulatory Nurse Residency Program Coordinator to develop Nurse Residency Program in ambulatory setting and assists with education of nursing leaders and preceptors in those areas.

III. Leadership

- A. Acts in a leadership role for the Nurse Residency Program, articulating program needs, and reporting program issues to the Director of Nursing Education and Development.

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- B. Participates in Vizient/AACN Residency Program conference calls, seminars, advisory, and work groups to create a professional network, share expertise and experiences, and further develop the UW Health Nurse Residency Program.
- C. Functions as a liaison between disciplines and departments in assuring a smoothly coordinated residency program, including facilitating meetings, identifying and responding to daily problems, and communicating and collaborating with many different members of the care team.
- D. Communicates with Human Resources to facilitate recruitment of residents possessing the background and skills required for successful performance.
- E. Collaborates in the development and revision of policies and procedures pertinent to the program. The program evaluation and revision is performed in conjunction with national Vizient/AACN Residency guidelines.
- F. Identifies factors that affect the resident's ability to learn and fulfill his/her job responsibilities, progression within the program, and retention and then communicates recommendations, as needed, to the preceptor and CNM.
- G. Actively participates in committee appointments to affect positive change in patient care and the system.
- H. Actively participates in strategic planning, ad hoc projects, and educational activities, as assigned, for the Nursing Education and Development Department.
- I. Promotes and cultivates positive relationships with academic programs to foster a positive image with the UW Health Residency Program.
- J. Oversees Nurse Residency Program accreditation process through CCNE. Provides substantive changes to CCNE, writes progress reports and self-study for CCNE.
- K. Serves as manager for direct reports, as appropriate.
- L. Manages the operational, personnel, and financial aspects of the Nurse Residency Program.

IV. Strategic Planning

- A. Serves as a consultant to clinical areas considering hiring new graduate nurses. Helps assess unit/area readiness and ensures appropriate resources and structures are in place for successful expansion.
- B. Identifies when additional resources are needed to support the Nurse Residency Program and discusses with nursing leadership.
- C. Regularly reviews Nurse Residency data and program outcomes to identify areas for improvement.

V. Research

- A. Utilizes national data from UHC/AACN and the UW Health Nurse Residency Program outcomes and findings for continued improvement.
- B. Establishes and maintains tracking methods to ensure competencies, orientation, surveys, and other programs components are completed within identified timeframes.
- C. Incorporates objective assessment of classroom and clinical performance into the evaluation framework. Applies measurement instruments and statistical analysis, seeking consultation, when necessary.
- D. Develops and ensures consistent use of best practices related to the Nurse Residency Program.
- E. Shares best practices of Nurse Residency Program by publishing UW Health outcomes, as appropriate.

VI. Community Outreach

- A. Serves as a member of city, regional, and/or national educational advisory groups.
- B. Serves as a CCNE NRP Evaluator annually,

ALL DUTIES AND REQUIREMENTS MUST BE PERFORMED CONSISTENT WITH THE UW HEALTH PERFORMANCE STANDARDS.

JOB REQUIREMENTS

Education	Minimum	BSN with Master's Degree in Nursing or Nursing Education.
	Preferred	
Work Experience	Minimum	Experience in education program design and evaluation. Knowledge and experience in adult education principles.

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	Preferred	Five (5) years of clinical nursing experience in an acute care setting. Three years of experience with orientation and education of staff in a clinical setting.
Licenses & Certifications	Minimum	RN Licensure in State of Wisconsin.
	Preferred	Certification in area of specialty.
Required Skills, Knowledge, and Abilities		<ul style="list-style-type: none"> Evidence of excellent interpersonal, written, and verbal communication skills.

AGE SPECIFIC COMPETENCY (Clinical jobs only)

Identify age-specific competencies for direct and indirect patient care providers who regularly assess, manage and treat patients.

Instructions: Indicate the age groups of patients served either by direct or indirect patient care by checking the appropriate boxes below. Next,

	Infants (Birth – 11 months)		Adolescent (13 – 19 years)
	Toddlers (1 – 3 years)		Young Adult (20 – 40 years)
	Preschool (4 – 5 years)		Middle Adult (41 – 65 years)
	School Age (6 – 12 years)		Older Adult (Over 65 years)

JOB FUNCTIONS

Review the employee's job description and identify each essential function that is performed differently based on the age group of the patient.

PHYSICAL REQUIREMENTS

Indicate the appropriate physical requirements of this job in the course of a shift. *Note: reasonable accommodations may be made available for individuals with disabilities to perform the essential functions of this position.*

Physical Demand Level		Occasional Up to 33% of the time	Frequent 34%-66% of the time	Constant 67%-100% of the time
x	Sedentary: Ability to lift up to 10 pounds maximum and occasionally lifting and/or carrying such articles as docket, ledgers and small tools. Although a sedentary job is defined as one, which involves sitting, a certain amount of walking and standing is often necessary in carrying out job duties. Jobs are sedentary if walking and standing are required only occasionally and other sedentary criteria are met.	Up to 10#	Negligible	Negligible
	Light: Ability to lift up to 20 pounds maximum with frequent lifting and/or carrying of objects weighing up to 10 pounds. Even though the weight lifted may only be a negligible amount, a job is in this category when it requires walking or standing to a significant degree.	Up to 20#	Up to 10# or requires significant walking or standing, or requires pushing/pulling of arm/leg controls	Negligible or constant push/pull of items of negligible weight
	Medium: Ability to lift up to 50 pounds maximum with frequent lifting and/or carrying objects weighing up to 25 pounds.	20-50#	10-25#	Negligible-10#
	Heavy: Ability to lift up to 100 pounds maximum with frequent lifting and/or carrying objects weighing up to 50 pounds.	50-100#	25-50#	10-20#
	Very Heavy: Ability to lift over 100 pounds with frequent lifting and/or carrying objects weighing over 50 pounds.	Over 100#	Over 50#	Over 20#
List any other physical requirements or bona fide occupational qualifications:				

Note: The purpose of this document is to describe the general nature and level of work performed by personnel so classified; it is not intended to serve as an inclusive list of all responsibilities associated with this position.