UW HEALTH JOB DESCRIPTION

CLINICAL NURSE SPECIALIST

Job Code: 800027 | FLSA Status: Non Exempt | Mgt. Approval: S Berns | Date: 4-18
Department: Nursing-Practice Innovation 9321 (Psychiatric Liaison)
HR Approval: K Sawyer | Date: 4-18

JOB SUMMARY

The Clinical Nurse Specialist Psychiatric Liaison is an advanced practice nurse who holds a Master’s degree in nursing, has demonstrated clinical competence in psychiatric-mental health nursing, and has knowledge and ability in program planning, implementation, and evaluation. She/He possesses knowledge and skills in principles of adult education and communication with colleagues. The CNS Psychiatric Liaison collaborates with the Senior CNS Psychiatric Liaison to coordinate the Clinical Nurse Specialist Psychiatric Liaison Program throughout the hospital and clinics and to develop and maintain a program conceptual framework, operational guidelines, program development, and evaluation. The CNS provides consultation for patients and families plus staff-centered consultations as requested. In addition, the CNS develops and maintains psychosocial nursing programs for patients and staff and leads the multidisciplinary psychosocial patient care team. Participates in programming relative to behavioral alternative planning including restraint and constant observation. In addition, the CNS is responsible, in collaboration with the Senior CNS, for evaluating the overall effectiveness of the Clinical Nurse Specialist Psychiatric Liaison Program. She/He facilitates effective work relationships through organizational consultation. Though his/her priority relates to consultative and collaborative work with patient/family psychosocial care needs, services of the CNS may extend to local, state and national audiences, when appropriate. The incumbent reports to the Director of Nursing Practice Innovation, Research and EBP.

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:

A. Clinical Expert

Provide expert psychosocial nursing care in an expanded role to patients, families and staff through 1:1’s or small groups.

2. Consult with healthcare providers in the hospital, clinics, and community settings to develop, implement and evaluate a comprehensive plan of care while achieving the desired outcomes.

3. Deliver care to patients, families and staff through crisis intervention, individual consultation and through nursing consultation to affect pt/family centered care.

4. May participate in multidisciplinary psychosocial programs such as the Psychiatric Consultation Service, AODA programs, and others.

B. Program Development, Implementation, and Evaluation

1. Use advanced knowledge and skills in nursing and related fields to plan, intervene and evaluate psychosocial needs of patients and families.

2. Globally assess and identify patient and family psychosocial care needs for all UWHC patients and families, especially those populations that are high risk and high volume.

3. Generate and implement policies and standards of psychosocial care defining the overall Clinical Nurse Specialist Psychiatric Liaison Program.

4. Design and help maintain an efficient cost-effective program for behavior monitoring and implementing alternatives for patients needing restraints and/or sitter.

5. Collaborate with nurses and other clinical experts throughout the organization to ensure the delivery of quality psychosocial nurse care.

6. Act as liaison for the Nursing Department with Psychiatric Consultation Service and the acute psychiatric service.
UW HEALTH JOB DESCRIPTION

7. Provide direct and programmatic consultation to inpatient and outpatient clinical settings to assist staff to meet complex needs of patients and families.

8. Facilitate the development of clinically relevant patient, family, and staff educational materials for the following key programs: delirium, psych-mental health, and alcohol withdrawal.

9. Identify and monitor key programmatic outcomes specific to high risk populations.

10. Develop and maintain a clinically relevant database to effectively monitor psychosocial care trends as well as project future program needs and goals.

11. Participate in collaborative program planning with other healthcare professionals to insure comprehensive, continuous psychosocial care to patients and families.

12. Use knowledge of consultation theories and methods such as Health Link to assist healthcare providers to meet complex psychosocial needs of patients and families.

C. Education and Outreach
1. Ensure interdisciplinary awareness and compliance relevant to standards of practice and regulatory agencies: The Joint commission, CMS and ANS standards.

2. Provide educational opportunities for undergraduate and graduate level students as appropriate.

3. Present at local, state and national forums on specialty-related topics.

4. Develop written materials on psychosocial care strategies such as patient teaching guidelines, psychosocial standards of care, nursing practice guidelines, health facts for you and orders/protocols related to relevant clinical issues.

5. Develop, implement, and evaluate a comprehensive psychosocial care program that assures quality and appropriateness for care of families.

6. Develop and implement an ongoing psychosocial care continuing education plan for UWHC.

7. Collaborate with Nursing Education Department to develop and implement relevant education programs.

8. Serve as a mentor to staff, assisting them in professional development.

9. Serve as an adjunct faculty to UW School of Nursing and other allied health programs.

10. Identify and implement psychosocial care programs based on learning needs of staff related to psychosocial assessment, therapeutic communication, family dynamics, stress, grief, and other concepts related to coping with illness.

D. Research

1) Advances the nursing profession through the development of expertise, participation in research and dissemination of knowledge and information.

1) Identifies funding to support clinical program goals.

2) Participates in developing and implementing research protocols as approved by the Department of Nursing and the UWHC and/or University of Wisconsin.

3) Collaborates with psychosocial and psychiatric mental health program interdisciplinary teams in research regarding patient care.

B. Initiates, replicates and applies findings from research.

1) Incorporates current research findings into clinical nursing practice and teaching.

2) Generates and evaluates revised or new techniques of assessment and/or patient intervention from research studies.
UW HEALTH JOB DESCRIPTION

3) Generates ideas for research incorporating nursing staff into research process as appropriate, including data collection, analysis and presentation of findings.
4) Encourages innovative approaches to patient care by supporting literature-based practice and ideas. Works with staff in developing, implementing, and evaluating novel strategies.

E. Professional Development and Scholarly Presentation.

1) Identifies professional strengths as well as areas for growth and pursues professional development through formal and informal learning experiences.
2) Maintains knowledge of current trends and practices in nursing and healthcare through resources such as literature review and professional networking.
3) Participates in professional organizations in area of specialization and interest.

Teamwork: Incumbent is expected to participate as a member of the Department of Nursing sharing mutual goals and a common mission. Incumbent will demonstrate respect and cooperative relationships in fulfilling the goals and mission of UWHC and this position.

Communication: Incumbent will demonstrate good interpersonal skills with all whom they interact including other hospital staff, visitors, and most importantly, patients and their family members. All communications, verbal and written, should demonstrate a commitment to customer service and excellence. Incumbent must effectively send, receive, and respond to information ensuring a high level of patient care and service.

Initiative: Incumbent is committed to and performs quality work contributing to quality patient care. Incumbent assumes responsibility and accountability for his/her actions. To meet the challenges of a changing environment, incumbent is timely in meeting his/her job responsibilities and strives to provide excellent customer service. Incumbent values accomplishments and shows enthusiasm and pride in the hospital. Incumbent demonstrates a self-directed work effort that confirms the ability to recognize personal strengths and weaknesses. Incumbent is expected to develop goals for professional growth and strive to achieve those goals.

Customer Service: Incumbent is expected to demonstrate a commitment to courteous, sincere, and sensitive customer service. Incumbent will present a positive and caring attitude in all interactions with patients, visitors, and staff. Incumbent is patient, tolerant, and accepts diversity. Incumbent presents a positive image of themselves and of the hospital in all personal and telephone interactions.

Quality Improvement: Incumbent demonstrates a commitment to quality and excellence. Problems are solved through critical evaluation of database information and continuous improvement efforts that lead to effective quality-based outcomes. Incumbent is expected to be able to accurately identify and diagnose an issue, identify alternatives, implement a plan, evaluate and communicate results.

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

<table>
<thead>
<tr>
<th>JOB REQUIREMENTS</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Education</strong></td>
</tr>
<tr>
<td>Minimum</td>
</tr>
<tr>
<td>Preferred</td>
</tr>
<tr>
<td><strong>Work Experience</strong></td>
</tr>
<tr>
<td>Minimum</td>
</tr>
<tr>
<td></td>
</tr>
<tr>
<td>Preferred</td>
</tr>
<tr>
<td><strong>Licenses &amp; Certifications</strong></td>
</tr>
<tr>
<td>Minimum</td>
</tr>
<tr>
<td>Preferred</td>
</tr>
</tbody>
</table>
**UW HEALTH JOB DESCRIPTION**

**Required Skills, Knowledge, and Abilities**
- Evidence of extensive experience providing expert psychosocial care.
- Excellent interpersonal communication, problem solving, and conflict resolution 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,

<table>
<thead>
<tr>
<th>Age Group</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Infants (Birth – 11 months)</td>
<td>Adolescent (13 – 19 years)</td>
</tr>
<tr>
<td>Toddlers (1 – 3 years)</td>
<td>Young Adult (20 – 40 years)</td>
</tr>
<tr>
<td>Preschool (4 – 5 years)</td>
<td>Middle Adult (41 – 65 years)</td>
</tr>
<tr>
<td>School Age (6 – 12 years)</td>
<td>Older Adult (Over 65 years)</td>
</tr>
</tbody>
</table>

**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.

<table>
<thead>
<tr>
<th>Physical Demand Level</th>
<th>Occasional</th>
<th>Frequent</th>
<th>Constant</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Up to 33% of the time</td>
<td>34%-66% of the time</td>
<td>67%-100% of the time</td>
</tr>
<tr>
<td>Sedentary: Ability to lift up to 10 pounds maximum and occasionally lifting and/or carrying such articles as dockets, 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.</td>
<td>Up to 10#</td>
<td>Negligible</td>
<td>Negligible</td>
</tr>
<tr>
<td>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.</td>
<td>Up to 20#</td>
<td>Up to 10# or requires significant walking or standing, or requires pushing/pulling of arm/leg controls</td>
<td>Negligible or constant push/pull of items of negligible weight</td>
</tr>
<tr>
<td>Medium: Ability to lift up to 50 pounds maximum with frequent lifting and/or carrying objects weighing up to 25 pounds.</td>
<td>20-50#</td>
<td>10-25#</td>
<td>Negligible-10#</td>
</tr>
<tr>
<td>Heavy: Ability to lift up to 100 pounds maximum with frequent lifting and/or carrying objects weighing up to 50 pounds.</td>
<td>50-100#</td>
<td>25-50#</td>
<td>10-20#</td>
</tr>
<tr>
<td>Very Heavy: Ability to lift over 100 pounds with frequent lifting and/or carrying objects weighing over 50 pounds.</td>
<td>Over 100#</td>
<td>Over 50#</td>
<td>Over 20#</td>
</tr>
</tbody>
</table>

**Other** - list any other physical requirements or bona fide occupational qualifications not indicated above:

**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.