

## UW HEALTH JOB DESCRIPTION

### Care Team Leader - Access Center

Job Code: 800118	FLSA Status: Non-Exempt	Mgt. Approval: A. Ridders	Date: January 2021
Department: Nursing – Access Center		HR Approval: J. Olson	Date: January 2021

#### JOB SUMMARY

The Care Team Leader (CTL) is a front-line nursing leader with excellent leadership, communication, and interpersonal skills. The CTL motivates and leads nursing staff while working in collaboration with the interprofessional team. The CTL mentors others to grow professionally and advance their knowledge and skills. The CTL continuously assesses unit needs by ensuring adequate resources for current and upcoming shifts, collaborating with other departments (clinical and non-clinical), and coordinating admissions, transfers, and consults in a timely manner. The CTL demonstrates professionalism at all times and holds self and team members accountable for standards of practice. The CTL directs and leads nursing staff to ensure optimum patient care coordination, efficient operations, quality service, and sound financial management. The CTL considers factors related to safety, cost, effectiveness, efficiency, timeliness, as well as team member's knowledge and skill in planning and coordinating care. The CTL possesses expert clinical and operational knowledge, which is applied systematically and continuously to monitor patient throughput and improve quality metrics. The CTL demonstrates a high level of emotional intelligence and transformational leadership skills.

The CTL communicates with the interprofessional team to establish strategies for meeting the needs of the patient, referring providers, and/or other care providers. The CTL analyzes and resolves problems that fall outside the domain of the Registered Nurse and collaborates with other departments and care providers. The CTL actively facilitates the work of the team and ensures that nurses work at the top of their license in accordance with the *Nurse Practice Act* and the *ANA Scope and Standards of Practice*.

The CTL incorporates research findings in his/her practice. The CTL demonstrates leadership in alignment with the mission, vision, values, and strategic goals of the organization. The CTL maintains expert clinical knowledge through advanced certification(s), membership in professional organization(s), and organizational committee(s). The CTL maintains knowledge of evidenced-based practice and facilitates the professional development of nursing staff and students. The CTL serves as a role model and clinical resource for other nursing personnel and interprofessional team members.

#### MAJOR RESPONSIBILITIES

##### Professional Clinical Practice:

- Leads and implements safe, competent, and efficient patient and family centered care using policies and evidenced based practice guidelines.
- Teaches, applies, and implements professional guidelines for practice, such as the State Board of Nursing, the American Nurses Association (ANA) Professional Scope and Standards of Practice, and Code of Ethics for Nurses (ANA).
- Participates with the interprofessional team in planning delivery and evaluation of patient care.
- Participates in updating and upholding standards of practice and serves as a role model by maintaining standards of care.

##### Quality of Care/Research

- Reports significant events such as near misses, adverse events, patient/family complaints, and situations that affect the safe and timely delivery of patient centered care.
- Assures compliance with the organizational initiatives and identifies opportunities for improvement.
- Ensures that an endorsed handoff communication occurs any time there is a change in caregivers.
- Assigns and delegates tasks as appropriate, considering staff members' level of experience, competency, and knowledge.
- Assists in monitoring staff performance, behaviors, and competencies.
- Understands and monitors quality metrics to reinforce adherence of all infection control and patient safety precautions.
- Understands and holds self and others accountable to all quality and satisfaction metrics to improve the patient experience.
- Acts as a clinical leader/consultant to support clinical research.
- Collects and uses data to assess outcomes and collaborates with the health care team to implement strategies to improve care.
- Creates a healthy work environment to promote staff, patient, and provider satisfaction and clinical quality outcomes.

## UW HEALTH JOB DESCRIPTION

### Management of Resources

- Manages human resources, material resources, and technology to increase efficiencies and control costs.
- Ensures appropriate staffing levels to maintain fiscal responsibility and to meet patient care needs.
- Manages patient throughput to deliver safe and effective patient centered care.

### Service to Others

- Assists other team members by being a resource for questions, helping with call queue, and addressing other needs as they arise.
- Leads patient safety huddles.
- Serves as a mentor and coach to teach and guide others.
- Creates a vision aligned with organizational strategic goals to motivate and guide others.
- Rounds with departments, providers, and the region to ensure needs are met and identifies opportunities for improvement.

### Professional Development

- Applies culturally competent care using advanced clinical knowledge, skill, and experience.
- Assumes responsibility for the professional development of self and others.
- Promotes, facilitates, and educates team members on new practice changes, regulatory requirements, and organizational practices changes in a timely manner.
- Monitors and supervises training and education for team members on the unit.
- Supports shared governance.
- Maintains current knowledge of clinical practice and evidenced based guidelines.
- Maintains current knowledge of organizational policies and procedures and is a resource in the department.

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

### JOB REQUIREMENTS

Education	Minimum	Baccalaureate degree in Nursing or ADN and achievement of BS in Nursing within five (5) years of hire
	Preferred	Baccalaureate degree in Nursing
Work Experience	Minimum	Two (2) years of experience in an acute care inpatient unit
	Preferred	Three (3) years of experience in an acute care inpatient unit Intermediate Care Experience
Licenses & Certifications	Minimum	Registration as a professional nurse in the state of Wisconsin
	Preferred	
Required Skills, Knowledge, and Abilities		<p>Demonstrates ability to:</p> <ul style="list-style-type: none"> <li>○ Effectively teach patients, families, and nursing staff</li> <li>○ Facilitate quality improvement and standards of care</li> <li>○ Provide constructive feedback and resolve conflicts</li> <li>○ Prioritize workload when given multiple demands</li> <li>○ Maintain professional communication and interactions in all situations</li> <li>○ Develop members of the team for improved functioning and effectiveness</li> <li>○ Deliver culturally congruent care</li> <li>○ Apply the concepts of patient and family centered care</li> <li>○ Inquire and consistently seek new knowledge through professional organizations, journal articles, and other professional endeavors</li> <li>○ Manage difficult situations using advanced problem solving and conflict resolution skills</li> <li>○ Utilize effective communication, teambuilding, and leadership skills</li> </ul> <p><b>COMPETENCY SUMMARY</b></p> <ul style="list-style-type: none"> <li>○ Demonstrates an understanding of regulatory requirements and</li> </ul>

## UW HEALTH JOB DESCRIPTION

	<ul style="list-style-type: none"> <li>professional practice guidelines</li> <li>○ Possesses a working knowledge of organizational policies and procedures</li> <li>○ Exhibits competence in the performance of department-specific skills in order to be a resource and mentor for others in the department</li> <li>○ Demonstrates recent involvement in leadership activities</li> </ul>
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### 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)	<input checked="" type="checkbox"/>	Adolescent (13– 19 years)
	Toddlers (1 – 3 years)	<input checked="" type="checkbox"/>	Young Adult (20 – 40 years)
	Preschool (4 – 5 years)	<input checked="" type="checkbox"/>	Middle Adult (41 – 65 years)
	School Age (6 – 12 years)	<input checked="" type="checkbox"/>	Older Adult (Over 65 years)

### JOB FUNCTION

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
<b>Sedentary:</b> 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.	<b>Up to 10#</b>	<b>Negligible</b>	<b>Negligible</b>
<b>Light:</b> 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.	<b>Up to 20#</b>	<b>Up to 10#</b> or requires significant walking or standing, or requires pushing/pulling of arm/leg controls	<b>Negligible</b> or constant push/pull of items of negligible weight
<b>X</b> <b>Medium:</b> Ability to lift up to 50 pounds maximum with frequent lifting and/or carrying objects weighing up to 25 pounds.	<b>20-50#</b>	<b>10-25#</b>	<b>Negligible-10#</b>
<b>Heavy:</b> Ability to lift up to 100 pounds maximum with frequent lifting and/or carrying objects weighing up to 50 pounds.	<b>50-100#</b>	<b>25-50#</b>	<b>10-20#</b>
<b>Very Heavy:</b> Ability to lift over 100 pounds with frequent lifting and/or carrying objects weighing over 50 pounds.	<b>Over 100#</b>	<b>Over 50#</b>	<b>Over 20#</b>

List any other physical requirements or bona fide occupational qualifications: