

UW HEALTH JOB DESCRIPTION

Care Team Leader-Inpatient

Job Codes: 800105A-F	FLSA Status: Non-Exempt	Mgt. Approval: CNO Council	Date: August 2023
Department: Various		HR Approval: K. Fleming	Date: August 2023

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 nonclinical), and coordinating admissions, transfers, and discharges 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, 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 delivering care. The CTL possesses expert clinical knowledge, which is applied systematically and continuously, to monitor patient data and improve quality patient outcomes. The CTL demonstrates a high level of emotional intelligence and transformational leadership skills.

The CTL communicates with the interprofessional team to establish goals and strategies for meeting discharge and continuing care needs with the patient, family, and/or other care providers. The CTL analyzes and resolves problems that fall outside the domain of the nurse clinician 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 their 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.
- Teach, 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).
- Understands and embraces the concepts of patient and family centered care by facilitating collaborative decision making in all aspects of the patient's plan of care.
- Participates with the interprofessional team in planning delivery and evaluation of patient care.
- Facilitates and participates in daily interprofessional rounds to ensure patient participation and understanding of their plan of care.
- Demonstrates effective communication, conflict resolution, teambuilding, and leadership skills.
- 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.
- Participates in interprofessional rounds, 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 patient care tasks as appropriate, considering staff members' level of experience, competency, and knowledge.
- Assists in monitoring staff performance, behaviors, competencies, and participates in performance reviews.
- 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 supporting clinical research.
- Collects and uses data to assess outcomes and collaborates with the health care team to implement strategies to improve care.

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- Creates a healthy work environment to promote staff satisfaction, patient satisfaction and clinical quality outcomes.

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.
- Monitors supplies to ensure patient care needs are met without creating waste.
- Assists in ensuring proper use of equipment to avoid damage.

Service to Others

- Assists other team members by providing direct patient care as needed.
- Leads patient safety huddles
- Serves as mentor and coach to teach and guide others.
- Creates a vision aligned with organizational strategic goals to motivate and guide others.
- Rounds with patients and family members to ensure needs are met and identifies opportunities for improvement.
- Performs other specific tasks as assigned by the department leadership team.

Professional Development

- Applies culturally competent care using advanced clinical knowledge, skill, and experience.
- Assumes responsibility for the professional development of self and others.
- Participates in continuing education activities within the department and organization.
- 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.
- Attends and actively participates in department staff meetings.
- Supports shared governance.
- Demonstrates spirit of inquiry and consistently seeks new knowledge through professional organizations, journal articles, and other professional endeavors.
- 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.
- Manages difficult situations using advanced problem solving and conflict resolution skills.

Additional Requirements

- Attends a minimum of 50% of monthly staff meetings.
- Participates in three process/quality improvement projects annually.
- Attends ongoing leadership courses offered by the facility.

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

JOB REQUIREMENTS

Education	Minimum	
	Preferred	Baccalaureate degree in nursing
Work Experience	Minimum	Two (2) years' experience in an inpatient unit. At least two (2) years of combined work experience and leadership experience may be considered in lieu of two (2) years' experience in an inpatient unit.
	Preferred	Three (3) years' experience in an acute care inpatient unit Relevant RN experience with department-specific patient population
Licenses & Certifications	Minimum	<ul style="list-style-type: none"> • Licensed as a Registered Nurse (RN) in the State of WI or holds a license issued by a jurisdiction that has adopted the nurse licensure compact • Current CPR/BLS certification • Additional lifesaving intervention certifications may be required by unit/department (see table below on Page 4)
	Preferred	National certification in relevant specialty
Required Skills, Knowledge, and Abilities		<ul style="list-style-type: none"> • Demonstrates ability to: <ul style="list-style-type: none"> ○ Effectively teach patients, families and nursing staff. ○ Facilitate quality improvement and standards of care. ○ Provide constructive feedback and resolve conflicts.

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	<ul style="list-style-type: none"> ○ Prioritize workload when given multiple demands. ○ Maintain professional communication and interactions in all situations. ○ Develop members of the team for improved functioning and effectiveness ○ Deliver culturally congruent care. ○ Apply the concepts of patient and family centered care. <p>COMPETENCY SUMMARY</p> <ul style="list-style-type: none"> ● Demonstrates an understanding of regulatory requirements and professional practice guidelines. ● Possesses a working knowledge of organizational policies and procedures. ● Exhibits competence in the performance of department specific skills in order to be a resource and mentor for others in the department. ● Demonstrates recent involvement in leadership activities.
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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,

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

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ADDITIONAL LIFE SAVING INTERVENTION CERTIFICATION MINIMUM REQUIREMENTS

Job Code: 800105A

Department Name	Dept Nbr	ACLS	PALS	NRP
Family Practice & Forensics	3035140	Not Required	Not Required	Not Required
General Internal Medicine	3035151	Not Required	Not Required	Not Required
General Surgery	3035155	Not Required	Not Required	Not Required
Gynecology, Urology, Plastics	3035166	Not Required	Not Required	Not Required
Hematology, Oncology & BMT	3035175	Not Required	Not Required	Not Required
Medical/Surgical & Short Stay	3035225	Not Required	Not Required	Not Required
Neurosurgery	3035255	Not Required	Not Required	Not Required
Orthopedics	3035298	Not Required	Not Required	Not Required
Peds General Medical/Surgical	3035343	Not Required	Not Required	Not Required
Peds Hematology & Oncology, Neurosciences, ENT, Plastic	3035359	Not Required	Not Required	Not Required
Psychiatry	3035380	Not Required	Not Required	Not Required
Transplant Surgery	3035474	Not Required	Not Required	Not Required

Job Code: 800105B

Department Name	Dept Nbr	ACLS	PALS	NRP
Burn ICU	3035036	Within 6 months of hire	Within 6 months of hire	Not Required
Cardiovascular Laboratory (Core Peds Team)	3032045	Within 6 months of hire	Within 6 months of hire	Not Required
Dialysis Inpatient	3032096	Within 6 months of hire	Within 6 months of hire	Not Required
Hybrid Laboratory	3032186	Within 6 months of hire	Within 6 months of hire	Not Required

Job Code: 800105C

Department Name	Dept Nbr	ACLS	PALS	NRP
Acute Medical Progressive Care	3035008	Within 6 months of hire	Not Required	Not Required
Cardiology	3035041	Within 6 months of hire	Not Required	Not Required
Cardiovascular Cardiothoracic (CVCT) ICU	3035044	Within 6 months of hire	Not Required	Not Required
Cardiovascular Laboratory	3032045	Within 6 months of hire	Not Required	Not Required
Clinical Research Unit	3035066	Within 6 months of hire	Not Required	Not Required
East Madison Hospital: Med & Surg 3rd Floor	3035615	Within 6 months of hire	Not Required	Not Required
East Madison Hospital: Med & Surg 4th Floor	3035221	Within 6 months of hire	Not Required	Not Required
East Madison Hospital: Med & Surg 5th Floor	3035575	Within 6 months of hire	Not Required	Not Required
Electrophysiology Lab	3032112	Within 6 months of hire	Not Required	Not Required
HVC Progressive Care	3035184	Within 6 months of hire	Not Required	Not Required
Neurosciences Progressive Care	3035605	Within 6 months of hire	Not Required	Not Required
Neurosurgery ICU	3035257	Within 6 months of hire	Not Required	Not Required
Imaging - Nursing	3034263	Within 6 months of hire	Not Required	Not Required
Surgical Trauma	3035462	Within 6 months of hire	Not Required	Not Required
Thoracic	3035468	Within 6 months of hire	Not Required	Not Required
Trauma & Life Support (TLC)	3035477	Within 6 months of hire	Not Required	Not Required

Job Code: 800105D

Department Name	Dept Nbr	ACLS	PALS	NRP
Pediatric ICU (PICU)	3035331	Not Required	Within 6 months of hire	Not Required

Job Code: 800105E

Department Name	Dept Nbr	ACLS	PALS	NRP
Neonatal ICU (NICU)	3035244	Not Required	Not Required	Within 6 months of hire

Job Code: 800105F

Department Name	Dept Nbr	ACLS	PALS	NRP
Peds Universal Care	3035337	Not Required	Within 12 months of hire	Not Required