

## UW HEALTH JOB DESCRIPTION

### Program Coordinator -- RN

Job Code: 300004	FLSA Status: Exempt	Mgt. Approval: A. Neitzel	Date: March 2022
Department: 3039271 Palliative Care		HR Approval: K. Fleming	Date: March 2022

### JOB SUMMARY

The Program Coordinator – RN provides leadership for the advancement of Palliative Care practice. The incumbent is responsible for assessment, planning, implementation and evaluation of education and designated clinical programs to meet the needs of Palliative Care patients across the continuum of care of those patients. Responsibilities include collaboration with physician and nursing leaders as well as other care providers to ensure well-coordinated, multidisciplinary programs of care. The Program Coordinator – RN integrates research-based practices and practice guidelines as established by specialty or other health care agencies into educational and professional development activities. Programmatic responsibilities include continued development and evaluation of programs of orientation, including the Palliative Care nurse residency and fellowship programs inservice education, and continuing education as they relate to assigned specialty area. The incumbent provides support to clinical learning through mentorship, clinical rounds and practice evaluation.

The Program Coordinator – RN for Palliative Care possesses and demonstrates a high degree of skill and knowledge in evidence-based professional nursing practice. The incumbent applies an extensive knowledge of education principles to the practice setting and ensures the progressive development of clinical judgment. The Program Coordinator – RN acts as consultant to Nurse Managers evaluating performance and collaborates in the development and execution of performance improvement plans as warranted. The Program Coordinator – RN assesses learner and clinical practice needs to develop overall programmatic goals and objectives and implements strategies to adjust learning experiences based on learner background and needs. The incumbent ensures quality patient care through practice and the development and mentorship of nursing staff and Palliative Care core team members.

The Program Coordinator – RN performs an active role with the Inpatient Palliative Care Consultation Service, providing consults either independently or in collaboration with other team members. The incumbent also coordinates and holds family conferences in a multitude of settings promoting active discussions and active therapeutic communication.

### MAJOR RESPONSIBILITIES

The incumbent performs the following **job responsibilities**:

#### A. Ensures the delivery of high quality nursing care to a specialty group of patients.

1. Develops and operationalizes a philosophy of care for Palliative Care patients and their families.
2. Demonstrates in-depth knowledge and skills regarding nursing care; applies expertise in performance-based evaluation.
3. Consults with nursing staff concerning patient care issues. Evaluates practice and ensures clinical care reflects up-to-date clinical practices and integration of practice standards as appropriate. Works with managers to incorporate needed areas for improvement into staff performance plans.
4. Creates an environment that enhances effective patient and family centered care.
5. Establishes collaborative relationships for effective interdisciplinary care.
6. Participates in the development and evaluates the outcomes of educational programs for patients/families.
  - a) Member of an interdisciplinary professional team providing/teaching hospital-based palliative care consultation for seriously ill patients and families.
  - b) Assist with coordinating the Inpatient Palliative Care Consultation Service, providing consultation to nursing, pharmacy, medical staff, and others in inpatient units to develop, implement, and evaluate a comprehensive plan of care
  - c) Ensures the delivery of high quality palliative care to patients and families.
    - i. Provide education to patients/families regarding goals of therapy to increase understanding of prognosis and anticipated disease progression
    - ii. Facilitate goal clarification for patients/families/team members through incorporating family meetings
    - iii. Provides critical psycho-social support to patients/families/staff
    - iv. Provides active listening and presence to assist in relieving suffering for patients/families/staff.
    - v. Role models leadership behaviors that demonstrate specific professional values and commitment to advance practice.
  - b) Evaluates current palliative care nursing practices in relation to expected standards.
    - i. Participates in research and evidenced based practices involving the palliative care population.
    - ii. Participates in preparing for The Joint Commission Certification in Palliative Care.

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**B. Possesses knowledge and skills necessary to meet the developmental/age-specific needs of patients. Incorporates expertise in educational programming with a specialized focus of the adult and geriatric populations.**

1. Possesses knowledge of the principles of growth and development.
2. Demonstrates the ability to assess data reflective of the patient's status in relation to development level.

**C. Evaluates current palliative care nursing practice in relation to expected standards across the continuum of care.**

1. Collaborates with Clinical Department Directors, Nurse Managers, Case Managers, Physicians and other key staff in overall program evaluation. Identifies key benchmarks for use in evaluation.
2. Initiates and directs planning related to program development including the identification of program objectives, expected outcomes, resource requirements and evaluation strategies.
3. Contributes to the design and conduct of quality improvement activities related to care of patients.

**D. Creates and ensures clinical excellence and quality improvement through education of nursing staff and other learners.**

1. Ensures a well-coordinated program of orientation for nurse residents and newly hired nursing staff on units caring for Palliative Care patients. Develops and implements innovative models of instruction to support clinical learning at the bedside. Ensures completion of orientation programs and standards. Incorporates relevant principles of growth and development into offerings and integrates appropriate evaluation measures into educational plan.
2. Ensures further development of clinical precepting program through classroom experiences and clinical rounds. Implements innovative models of practice evaluation.
3. Collaborates with Clinical Department Directors, Clinical Nurse Managers and other Clinical Nurse Specialists in overall curriculum development and evaluation of nursing department programs.
4. Supports structure linking specialized nursing education programs to overall nursing department needs and programming.

**E. Analyzes nursing continuing education and outreach needs and collaborates in the development of programming to meet assessed needs.**

1. Collaborates as appropriate with School of Nursing in Program Development.
2. Markets existing and future UWHC education programs in collaboration with Nursing Consultation Center.

**F. Provides support for education through mentorship and guidance to nursing staff, graduate and undergraduate students as needed.**

1. Utilizes appropriate educational theories/practices to promote professional and individual growth.
2. Collaborates with UW School of Nursing functioning as a preceptor and/or instructor for nursing students. Teaches classes as requested by faculty.

**G. Provides leadership for Palliative Care programs designed to support entry-into-practice.**

1. Coordinates and evaluates the palliative care fellowship program.
2. Provides clinical support to participants during program.
3. Develops new programs as required to support entry-into-practice, integrating changing care delivery models and clinical practice patterns.

**H. Participate in implementing management decisions that affect nursing practice in the clinical area.**

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1. Plan educational programming in Palliative Care for new or changing programs of care.
2. Identify and obtain resources needed for programs.
3. Develop and evaluate written policies and procedures pertinent to the program.
4. Identify barriers and facilitators that affect staff's ability to fulfill their job responsibilities and incorporate knowledge of these into program planning and educational experiences.
5. Accept Committee appointments and actively participate to effect change in patient care and the system.
6. Actively participates in Palliative Patient Care Team, providing leadership as indicated.

**I. Consult with the community for program planning and implementation and evaluation in order to meet staff development and patient care needs.**

1. Serve as member of city, regional and/or national educational advisory groups.
2. Consult in area of specialty on a local, state, national, or international level through the Nursing Consultation Center, when appropriate.
3. Involvement with interviewing and selecting candidates who have appropriate clinical skills and professional characteristics to match patient care needs.
4. Communicate on an ongoing basis with employees regarding specific performance expectations.
5. Interact with staff in a consistent, fair, timely, appropriate and decisive manner in accordance with hospital and Nursing Department policies.
6. Promote the growth of staff in areas such as group process, decision making, and clinical skills by identifying strengths and weaknesses, goal setting, formal and informal learning and coaching.
7. Direct and develop leadership and management skills by mentoring and role modeling.
8. Delegate activities/work projects to staff and supervise their accomplishment.

**J. The nursing profession is advanced through development of expertise, participation in research, and dissemination of knowledge and information.**

1. Provide specialized knowledge about nursing practice to individuals within the Center for Health Sciences as well as the community.
2. Publish in professional journals.
3. Participate in professional organization activities that influence the practice of nursing.

**K. Research is initiated, replicated, and the findings applied.**

1. Initiate questions for evaluation, and collaborate in the investigation of a problem.
2. Develop and test techniques of assessment and patient intervention.
3. Facilitate research activities of others by sharing information and providing a receptive environment.
4. Evaluate and disseminate research findings to modify nursing care based on new knowledge.

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

### JOB REQUIREMENTS

Education	Minimum	BSN
	Preferred	MSN
Work Experience	Minimum	<ul style="list-style-type: none"> <li>Three (3) years relevant clinical nursing experience</li> <li>Experience in clinical teaching within an education program or as a clinical preceptor/unit teacher</li> </ul>
	Preferred	Prior experience in an academic medical center
Licenses & Certifications	Minimum	RN, Licensed in State of Wisconsin
	Preferred	ORN Certification highly desirable
Required Skills, Knowledge, and Abilities		<ul style="list-style-type: none"> <li>Knowledge and experience in development, implementation, and evaluation of clinical programs.</li> <li>Knowledge of computer-assisted instruction, basic skills in use of word processing, data bases, and PC based presentation software helpful.</li> </ul>

### 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,

<input type="checkbox"/>	Infants (Birth – 11 months)	<input checked="" type="checkbox"/>	Adolescent (13 – 19 years)
<input type="checkbox"/>	Toddlers (1 – 3 years)	<input checked="" type="checkbox"/>	Young Adult (20 – 40 years)
<input type="checkbox"/>	Preschool (4 – 5 years)	<input checked="" type="checkbox"/>	Middle Adult (41 – 65 years)
<input type="checkbox"/>	School Age (6 – 12 years)	<input checked="" type="checkbox"/>	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
<input type="checkbox"/>	<b>Sedentary:</b> 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.	<b>Up to 10#</b>	<b>Negligible</b>	<b>Negligible</b>
<input checked="" type="checkbox"/>	<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
<input type="checkbox"/>	<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>
<input type="checkbox"/>	<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>
<input type="checkbox"/>	<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>
<b>Other</b> - list any other physical requirements or bona fide occupational qualifications not indicated above:				

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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.