

JOB DESCRIPTION

I. TITLE: Breast Health Program Specialist

FLSA Status:

II. REPORTS TO : Director Cancer Center

() Exempt

(X) Non-Exempt

III. JOB SUMMARY:

Plans, coordinates and delivers breast health services to adult patients for early detection of breast abnormalities and with breast cancer. Serves as a professional resource in the areas of breast health and breast cancer care. Multiple functions relate to direct patient care, patient management, program development, quality improvement, and outreach education.

IV. JOB SPECIFICATIONS

A. EDUCATION

REQUIRED:

Graduate of an accredited baccalaureate school of nursing.

PREFERRED: MS in health education, N.P. or MPH, and Oncology Certified Nurse (O.C.N.)

B. EXPERIENCE

Approximately 2-3 years progressively more responsible related clinical experience, with at least one year in related specialty area (Oncology of OB/GYN).
Prior experience in group leadership.

C. PREREQUISITE SKILLS

1. Ability to obtain a thorough breast history and risk assessment and to perform and document a proficient clinical breast examination.
2. Advanced interpersonal skills necessary in order to instruct patients and families, conduct formal education programs.
3. Advanced organizational skills in order to prioritize competing demands.
4. Ability to provide own transportation for offsite outreach programs.
5. Current knowledge of breast cancer development, diagnosis and treatment.
6. Knowledge of management skills, delegation, program design, execution and evaluation.
7. Ability to deliver education programs to staff and the community.
8. Ability to set priorities among competing opportunities. Excellent communication skills, and ability to conceptualize program and establish in the community.

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9. Required to complete specialized training.

V. LICENSE/REGISTRATION/CERTIFICATION

1. Current Registered Nurse license in California

VI. PRIMARY CUSTOMER SERVED (Age Specific Criteria)

() This position is not a patient care position, and as such, this section does not apply.

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|-------------------------|--------------------|-----------------------|-------------------|
| () Infants | Birth up to 1 year | () Adolescents | 12 up to 18 years |
| () Toddlers | 1 up to 3 years | (x) Early Adults | 18 up to 45 years |
| () Preschool Children | 3 up to 6 years | (x) Middle Adults | 45 up to 61 years |
| () School Age Children | 6 up to 12 years | (x) Late Adults | 61 up to 80 years |
| | | (x) Late, Late Adults | 80 years and up |

Employees in this position must be able to demonstrate the knowledge and skills necessary to provide care and/or service based on the physical, psycho/social, educational, safety, and related criteria appropriate to the age of the patients served in his/her assigned service area.

VII. DUTIES AND RESPONSIBILITIES

A. ESSENTIAL (not modifiable)

1. Provides comprehensive clinical breast examination and breast self-examination instruction for all clients requesting or referred to this service.
2. Assesses, plans and provides nursing care and referrals for breast cancer clients and family members with physical, psychological and emotional needs.
3. Acts as primary nurse for patients with abnormal screening mammograms, and diagnostic procedures to promote continuity of care when requested.
4. Develops and participates in breast cancer support groups in collaboration with oncology social worker.
5. Documents all patient care and telephone communications.
6. Acts as client advocate/navigator to women seeking information on maintaining good breast health.
7. Collaborates with _____ director to plan, develop, implement, market and evaluate new or expanded programs and services.
8. Promotes, develops and strengthens volunteer affiliation with the B.R.E.A.S.T. Center.
9. Collaborates with members and provides staff support for committees and councils, i.e. Breast Health Advisory Council, Oncology Committee to address breast health concerns and issues.
10. Works toward enhancing breast programs viability and credibility within the community, by developing special events and presentations.
11. Organizes outreach, both autonomously and collaboratively, with health awareness and access to existing resources.

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12. Develops and maintains collaborative relationships with appropriate physicians and organizations (i.e. PHO, IPA).
13. Develops outcome driven analyses of program and/or programs areas for reporting and presentations.

B. SECONDARY (modifiable)

Other duties as assigned or requested.

VIII. WORKING CONDITIONS

The following terms designate the frequency of activities performed during a work shift.

A. GENERAL

Works alternatively in office, exam room, and hospital environments, with little exposure to excessive noise, dust, temperature and the like. Occasional exposure to communicable diseases and mild unpleasant working conditions when performing and demonstrating certain distasteful patient care activities.

B. SPECIFIC

1. Work pace

Work is self-paced and frequently works independently. Work may vary from day to day and is dictated by ongoing events, and patient needs. Works independently in accordance with established guidelines. Develops appropriate procedures and methods in the absence of guidelines from superiors.

2. Equipment, Tools, Machines, Instruments, Vehicles

Telephone, computer, FAX, Mammacare breast systems.

3. Environmental Exposures

Majority of work is indoors with brief outside exposure as a result of travelling to and from appointments. Workspace is well lit, heated and air-conditioned. There is infrequent exposure to normal office chemicals.

IX. MENTAL DEMANDS

A. GENERAL

Work is varied and requires adaptation to provide service to a varied public. Requires maintaining an emotional balance when pressure of demands and changing tasks and priorities occur.

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B. TASK BEHAVIOR

The task behaviors that occur continuously are:

1. Task initiation - Ability to start a task without supervision.
2. Concentration - Focusing on designated tasks despite interruptions and distractions.
3. Understanding written material – Includes following written instructions and evaluation, retaining, and modifying written material to fit the needs of the Cancer Institute.
4. Understanding verbal material – Must have the ability to follow verbal instructions and retain, evaluate and modify verbal material to fit the needs of the Cancer Institute.
5. Attention to detail – Work must be thorough and error-free.
6. Problem solving – Must have the ability to analyze problems and situations and construct logical, practical and consistent solutions.
7. Motivation - Must be able to complete projects that may take several months and may involve multiple, complex issues and solutions.
8. Decision-making – Must make decisions with incomplete information and within time constraints. Must accept responsibility for outcomes of decisions.
9. Frustration tolerance – Must be able to accept delays or negative decisions with poise and grace. Must be able to work with people with diverse beliefs and values with tolerance and compassion.

X. PHYSICAL DEMANDS

A. GENERAL

Position is primarily sedentary with walking and standing required. Frequent lifting and carrying of light load and infrequent lifting and carrying of medium loads is required. Reaching at all levels is required. Coordination and agility to handle clerical duties required. Must have good vision, auditory ability, excellent verbal and written communication skills to effectively work with others.

B. SPECIFIC

1. Lifting

Continual lifting of light loads such as files, reports, books, etc. Infrequent lifting of medium loads such as brochures and handouts.

2. Carrying

Will carry loads mentioned in “Lifting” infrequently.

3. Pushing/Pulling

Infrequently moves light and medium loads such as chairs, audio visual equipment, office supplies, etc.

4. Vision

Near perfect vision (correctable) is continuously needed for communication, reading, use of office equipment.

5. Hearing Sensitivity

Normal hearing sensitivity is continuously needed for telephone use and face-to-face communications with others.

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6. Talking

Clear speech and command of English language is continuously needed for telephone use and face-to-face communication with others.

XI. INTERPERSONAL BEHAVIOR

The following behavior is expected of each Hospital employee:

A. COOPERATION

Demonstrates a positive attitude and personal accountability by the following:

1. Willingly accepts appropriate assignments
2. Willingly accepts on-going changes and works toward their successful implementation
3. Ensures that assigned work is completed or properly delegated.
4. Assess what needs to be done and takes initiative to see that it is completed
5. Participates in departmental meeting, in-services, and voluntarily participates in committees and projects.
6. Maintains and updates skills, licensure, certifications including health and other job related requirements.
7. Willingly accepts guidance and constructive criticism.
8. Strives to improve technical and interpersonal skills.
9. Punctual and maintains satisfactory attendance.
10. Performs tasks within Hospital policy and procedure and any applicable licensure and laws.

C. COMMUNICATION SKILLS:

Utilizes verbal, non-verbal, and written communications skills appropriately as evidenced by the following behavior toward patients, visitors, family, physicians, and staff:

1. Brings forth issues in a timely and constructive manner with a willingness to discuss issues.
2. Shows appreciation for efforts of others.
3. Demonstrates ability to initiate, sustain and conclude discussions in a respectful and professional way utilizing clear verbal/non-verbal communication and listening/hearing skills.
4. Answers phone identifying unit and self.
5. Acknowledges and greets patients, visitors and co-workers.
6. Presents self in a manner which is reassuring and inspires confidence.
7. Keeps current with departmental and hospital communications
8. Written communication is legible and concise.

C. TEAMWORK

Demonstrates a supportive, collegial manner towards other team members by:

1. acknowledging and respecting each team member's role as important to the team's success.
2. shares knowledge and appropriately seeks and offers information and assistance.

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3. positively contributes to team decisions and actively supports implementation of team decisions and attainment of team goals.

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D. CREATES AND MAINTAINS A HOSTILE-FREE WORK ENVIRONMENT

Treats each individual with dignity and respect by:

1. develops and demonstrates an understanding and appreciation of the differences as well as the similarities between and among staff, patients and others.
2. respects the confidentiality and privacy of others.
3. does not engage in derisive or divisive behavior.
4. does not engage in gossip or unfounded criticism.
5. does not participate in ethnic, religious, sexual or any other inappropriate discussions or jokes.
6. does not engage in demeaning, deprecating, sarcastic remarks or gestures.

XII. SAFETY AND HEALTH

It is the expectation for all employees to work not only individually, but together towards creating the safest environment possible by:

1. Knows and complies with all Hospital safety policies and procedures as identified in the Hospital Safety Manual, Disaster Preparedness Manual and the Employee Safety Handbook.
2. Knows and uses the right safety practices and equipment or materials.
3. Attends and completes all required health and safety classes, updates, and health testing.
4. Takes immediate action and/or reports to supervisor or other appropriate personnel any potential unsafe conditions, practice or hazard.
5. Immediately reports every work related injury.