

## JOB DESCRIPTION/PERFORMANCE EVALUATION

NAME: \_\_\_\_\_

SCHEDULED EVALUATION: \_\_\_\_\_

DATE: \_\_\_\_\_

TITLE: NURSE EDUCATOR

DEPARTMENT: Breast Health Institute

JOB SUMMARY: Joins other facilities and community personnel in dialogue to coordinate the goals of the breast health program with those of other facilities and existing community programs.

SUPERVISION: Reports to Clinic Manager

### JOB SPECIFICATIONS:

- A. EDUCATION: Graduate of an accredited school of nursing or accredited school of medical assistant.
- B. LICENSE: Possession of a state Registered Nurse or Licensed Practical Nurse License or Medical Assistant Registration.
- C. EXPERIENCE: One year of professional nursing experience in a clinic setting preferred.
- D. CONTINUING EDUCATION:  
Must fulfill yearly continuing education requirements of the department. Must complete orientation for various procedures and other inservicing as required. Must meet continuing education requirements for state licensure.
- E. JOB KNOWLEDGE AND SKILLS:  
Skill in establishing and maintaining effective working relationships with patients, medical staff and the public. Ability to communicate clearly. Ability to maintain confidentiality of sensitive information. Ability to facilitate support groups and encourage participants to maintain healthy life styles. Ability to speak to audiences about the importance of breast health.
- F. EMPLOYMENT VARIABLES:  
Care is delivered to clinic patients of all ages. Work hours vary according to clinic schedules.
- G. PROFESSIONAL AFFILIATION:  
Membership in a professional organization is encouraged.

## RESPONSIBILITIES AND PERFORMANCE STANDARDS

### 1. Responsibility Statement:

Demonstrates regard for the privacy and respect of all patients, guests and fellow employees as defined in the philosophy of the organization.

	Needs Improvement	Meets Standard	Exceeds Standard
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### Specific Performance Standards:

1.1	Represents self/clinic in a positive manner. Will not criticize others performance. Address those before mentioned in a respectful manner.	0	1	2
1.2	Maintains the confidentiality of others with no infractions.	0	1	2

Number of points received \_\_\_\_\_

Number of standards that apply \_\_\_\_\_

**2. Responsibility Statement:**

Follows all established Breast Health Institute and \_\_\_\_\_ policies and procedures, with specific attention and knowledge to the following policies.

	<b>Needs Improvement</b>	<b>Meets Standard</b>	<b>Exceeds Standard</b>
<b>Specific Performance Standards:</b>			
2.1 Attendance/Tardiness	0	1	2
2.2 Professionalism/Dress Code: One or more documents meets the standards, three or more does not meet the standards.	0	1	2
2.3 Fire/Disaster/Hazardous Waste	0	1	2
2.4 Inservices/Department Meetings	0	1	2
2.5 Time cards shall be completed correctly on a daily basis as observed by Breast Health Institute Director.	0	1	2
2.6 Flexibility to adjust when job related problems arise. Two or more documentations of flexibility exceeds the standard, two or more documentations of inflexibility meets the standard, three or more documentations of inflexibility does not meet the standard.	0	1	2

Number of points received \_\_\_\_\_

Number of standards that apply \_\_\_\_\_

### 3. Responsibility Statement:

Is responsible for the development and coordination of patient, family and community education materials and programs and support groups relative to breast health.

	<b>Needs Improvement</b>	<b>Meets Standard</b>	<b>Exceeds Standard</b>	
<b>Specific Performance Standards:</b>				
3.1	Develops and maintains a resource library.	0	1	2
3.2	Develops support groups for patients, family, and community related to breast health.	0	1	2
3.3	Establishes and facilitates family, patient, and community educational programs/seminars.	0	1	2
3.4	Tracks educational programs for purposes of incorporating additions to mailing list and monitoring new patient business.	0	1	2
3.5	Actively seeks opportunities to make presentations to women's groups regarding breast health.	0	1	2
3.6	Interacts with in-patients after breast surgery and discharge.	0	1	2
3.7	Works with community organizations to promote breast health.	0	1	2

Number of points received \_\_\_\_\_

Number of standards that apply \_\_\_\_\_

**4. Responsibility Statement:**

Each employee is expected to maintain the business integrity required as a participant in federally funded health care programs and other service payor programs.

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**Specific Performance Standards:**

- 4.1 Agrees to comply with the Corporate Compliance Policy C-800 and all laws, rules, regulations and has a duty to report any suspected violations of the law or the Compliance Human Resources Policy C-801 to his or her Clinic Manager, Director of Operations, the Corporate Compliance Officer, or the Chief Executive Officer.

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Date

# PHYSICAL/MENTAL REQUIREMENTS

In a regular work day, employee must:

- Sit 1 hours at a time
- Stand 1/4 hours at a time
- Walk 1/4 hours at a time
- Sit 6 hours during the day
- Stand 1 hours during the day
- Walk 1 hours during the day

Employee is required: (In terms of a regular workday. "Occasionally" equals 0% to 33%, "Frequently" 34% to 66%, "Continuously", greater than 67%)

	Not at all	Occasionally	Frequently	Continuously
Bend/Stoop	_____	<u>X</u> _____	_____	_____
Squat	_____	<u>X</u> _____	_____	_____
Crawl, Distance	<u>X</u> _____	_____	_____	_____
Climb, Height	_____	<u>X</u> _____	_____	_____
Reach above shoulder level	_____	<u>X</u> _____	_____	_____
Kneel, Duration 30 sec.	_____	<u>X</u> _____	_____	_____
Balance	_____	<u>X</u> _____	_____	_____
Twist	_____	<u>X</u> _____	_____	_____

Employee's job requires he/she carry up to:

	Occasionally	Frequently	Continuously
10 lbs.	_____	<u>X</u> _____	_____
25 lbs.	<u>X</u> _____	_____	_____
35 lbs.	<u>X</u> _____	_____	_____
50 lbs.	_____	_____	_____
75 lbs	_____	_____	_____
>100 lbs.	_____	_____	_____

Employee's job requires he/she lift up to:

	Occasionally	Frequently	Continuously
10 lbs.	_____	<u>X</u> _____	_____
25 lbs.	<u>X</u> _____	_____	_____
35 lbs.	<u>X</u> _____	_____	_____
50 lbs.	_____	_____	_____
75 lbs	_____	_____	_____
>100 lbs.	_____	_____	_____

Employee's job requires he/she push/pull up to:

	Occasionally	Frequently	Continuously
10 lbs.	_____	<u>X</u> _____	_____
25 lbs.	<u>X</u> _____	_____	_____
35 lbs.	<u>X</u> _____	_____	_____
50 lbs.	_____	_____	_____
75 lbs	_____	_____	_____
>100 lbs.	_____	_____	_____

## 6. Employee's job requires:

	YES	NO	Explanation
Working on unprotected heights	—	<u>X</u>	
Being around moving machinery	—	<u>X</u>	
Exposure to marked changes in temperature and humidity	—	<u>X</u>	
Driving automotive equipment	—	<u>X</u>	
Wearing personal protective equipment	—	<u>X</u>	
Exposure to dust, fumes, and gases	—	<u>X</u>	
Exposure to extreme noise or vibration	—	<u>X</u>	
Repetitive motion	—	<u>X</u>	
Exposure to body fluids and waste	—	<u>X</u>	
Exposure to radiation	—	<u>X</u>	
Exposure to other hazards	—	<u>X</u>	

Other Required Abilities:

Vision: Are there specific vision requirements for the job?

X Yes      \_\_\_ No

Explanation: Must be able to read numbers and names. Must be able to distinguish colors and view computer screen.

Talking: Expressing or exchanging ideas by means of the spoken word. Those activities in which they must convey detailed or important spoken instructions to other workers accurately, loudly, or quickly.

X Yes      \_\_\_ No

Explanation: Communicates with staff and patients on phone or in person. Responds to patient's concerns and questions.

Hearing: Ability to receive information through oral communication, and to make fine discriminations in sound; i.e., making fine adjustments on machine parts, using a telephone, taking blood pressures.

X Yes      \_\_\_ No

Explanation: Vital for communication with other clinic staff and patients directly or via telephone.

## Emotional/Psychological Factors:

Stress: Exposed to stressful situations.

X Yes      \_\_\_ No

Explanation: Must be able to effectively deal with concerns of upset patients or other clinic staff.

Concentration: Must be able to concentrate on work tasks amidst distractions.

X Yes      \_\_\_ No

Explanation: There are many phone and personal interruptions throughout the work day.

Self Control: Must exert self-control.

X Yes      \_\_\_ No

Explanation: Must be able to display control and confidence under stress.

## EMPLOYEE ROLE EXPECTATIONS

	Un-acceptable	Needs Improvement	Meets Standard	Exceeds Standard	Consistently Exceeds Standard
<b>ATTITUDE:</b>					
Serves our customers and provides high quality service with care and courtesy.	0	1	2	3	4
Always thanks customers for choosing us. Exceeds expectations.	0	1	2	3	4
Acknowledges a customer's presence immediately. Smiles and introduces self at once.	0	1	2	3	4
Serves as an ambassador of _____ through positive behavior and words.	0	1	2	3	4
<b>PROFESSIONALISM:</b>					
Appears neat and clean and adheres to dress code.	0	1	2	3	4
Wears identification badge correctly at all times.	0	1	2	3	4
Consistently punctual and shows a responsible and dependable pattern of attendance.	0	1	2	3	4
Takes and returns from meals and breaks within allotted time.	0	1	2	3	4
Promotes a quiet and productive physical environment	0	1	2	3	4
Functions independently, recognizing own expertise as well as available resources.	0	1	2	3	4
Complies with department education requirements. Constructively participates in staff meetings.	0	1	2	3	4
<b>COMMUNICATION:</b>					
Listens to customers. Is courteous. Avoids using medical jargon. Keeps conversations on a professional level.	0	1	2	3	4
Aware of surroundings and responds to those in need.	0	1	2	3	4
Escorts persons needing directions to their destination.	0	1	2	3	4
Knows how to operate the telephone in own area. Provides the correct number before transferring a call. Receives callers permission before putting him or her on hold and thanks the caller for holding.	0	1	2	3	4
Answers calls within three rings, even if it's not on own phone.	0	1	2	3	4
Identifies department and self and asks "How may I help you?"	0	1	2	3	4
<b>COMMITMENT TO CO-WORKERS AND SELF:</b>					
Fosters the developmental and educational process of orients, students, and colleagues.	0	1	2	3	4
Treats others with respect and dignity, recognizing individual uniqueness of patients and colleagues.	0	1	2	3	4
Demonstrates and reinforces professional behaviors in self and colleagues.	0	1	2	3	4
Avoids last-minute requests and offers help to fellow employees whenever possible.	0	1	2	3	4
Cooperates with others. Supportive of other people's work; praises whenever possible. Welcomes new staff.	0	1	2	3	4
Does not chastise or embarrass fellow employees in the presence of others.	0	1	2	3	4
Addresses problems by going to the appropriate supervisor.	0	1	2	3	4
Seeks out new learning experiences and professional growth.					
Cooperates with work schedule changes to meet clinic/department needs.	0	1	2	3	4



EMPLOYEE ROLE EXPECTATIONS CONT.	Un-acceptable	Needs Improvement	Meets Standard	Exceeds Standard	Consistently Exceeds Standard
<b>CUSTOMER SERVICE:</b>					
Educates customers about processes and provides a comfortable atmosphere for waiting customers.	0	1	2	3	4
Responds timely to inquiries, phone calls, messages, emails.	0	1	2	3	4
Offers an explanation and apologizes if a wait occurs. Always thanks customers for waiting.					
<b>PRIVACY:</b>					
Maintains confidentiality of information regarding patients, families, health care personnel, and proprietary information of _____	0	1	2	3	4
Keeps patient care or business discussions in private areas.	0	1	2	3	4
<b>SENSE OF OWNERSHIP:</b>					
Takes pride in the organization as if one owns it. Accepts the responsibilities of own job.	0	1	2	3	4
Adheres to policies and procedures. Lives the values of the organization. "Do the right thing!"	0	1	2	3	4
Participates in quality improvement activities.	0	1	2	3	4
Demonstrates fiscal responsibility	0	1	2	3	4
<b>SAFETY AWARENESS:</b>					
Follows employee health guidelines regarding illnesses.	0	1	2	3	4
Reports all accidents or incidents promptly.	0	1	2	3	4
Corrects or reports any safety hazard when seen.	0	1	2	3	4
Utilizes and adheres to appropriate precautions/techniques with hazardous chemicals and/or equipment.	0	1	2	3	4
Picks up litter and disposes of it properly. Cleans up spills and returns equipment to its proper place.	0	1	2	3	4

Comments:

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Total number of points received \_\_\_\_\_  
 Division factor of 40

Score \_\_\_\_\_