



Hay River Health & Social Services Authority | Administration des services de santé et des services sociaux de Hay River
37911 MacKenzie Highway | 37911, route MacKenzie
Hay River, NT X0E 0R6

IDENTIFICATION

| <i>Position Number</i> | <i>Position Title</i> | |
|-------------------------|----------------------------------|----------------------------------|
| U3015 | Nurse Educator | |
| <i>Department</i> | <i>Position Reports To</i> | <i>Location</i> |
| Acute & Ambulatory Care | Manager, Acute & Ambulatory Care | Hay River Regional Health Center |

PURPOSE OF THE POSITION

The incumbent will facilitate the transition of graduate nurses and newly-hired nurses into the Hay River Health & Social Services Authority (HRHSSA) and experienced nurses into advanced practice areas through the provision and/or coordination of orientation, mentoring, and professional development support. Services will be provided in accordance with the Hay River Health and Social Services Authority mission, goals and objectives and the standards of professional and legal nursing practice of the Northwest Territories (NWT). A seamless and supported introduction into the workforce is expected to assist with the development and retention of a northern workforce. The incumbent will coordinate mentorship placements, provide mentoring to graduate nurses, orient new nurses, provide nursing skills training, monitor competencies of mentees and inexperienced nursing staff, coordinate continuing education to meet identified learning needs, and contribute to quality assurance, safe, evidence-based nursing practice and continuous improvement of health care delivery.

The Quality, Risk Management Division promotes and supports safe, quality patient/client centered care and services through leading in-depth investigations into all patient safety incidents, critical incidents and unusual occurrences while providing subject matter expertise and education, minimizing risk and facilitating the implementation of best practices and system knowledge. The Nurse Educator will collaborate with the Quality Risk and Assurance Manager to develop education and training to enhance safe, quality care.

The Nurse Educator is responsible to develop and deliver clinical related courses for health care professionals that are required to provide excellence in patient care and to meet their ongoing educational requirements outlined by their regulatory bodies, the Accreditation Canada standards and the Workers' and Safety Compensation Commission (WSCC) requirements.

The Nurse Educator attains/renews instructor's certificates for mandatory certifications provided by national recognized organizations. Typically, these include but are not limited to Basic Life Support and Non-violent Crisis intervention, ..

A variety of duties are assigned to the Nurse Educator and the incumbent must effectively assess and prioritize projects in order to achieve a successful outcome. Travel by road and aircraft occurs during all seasons when at times weather conditions are poor. Duty travel involves absences from the office and from home.

The incumbent is an active member of the Acute/Ambulatory Services team, providing general and advanced nursing care to clients.

SCOPE

This position may be located at one of the Hay River Health & Social Services Authority (HRHSSA) locations. They include the Hay River Regional Health Center (HRRHC), the Gensen Building, Woodland Manor, Supportive Living Services and/or H.H. Williams Memorial Hospital (HHWMH). The HRHSSA is an accredited, integrated health authority that provides the following services: 19 acute inpatient beds (14 Community Support Beds, 1 Family Suite (Palliative), 2 Secure Rooms, 2 Observation beds), Emergency and Ambulatory Care, including dialysis and endoscopy; Midwifery Care and Delivery; 25 Long Term Care beds; Supportive Living Campus, a Territorial campus providing 11 permanent residences; Diagnostic Services (Diagnostic Imaging, Ultrasound, Mammography); Laboratory; Medical and Specialty Clinics including Diabetes programming; Social Programs (Community Counselling, Healthy Families and Child and Family Services) Community Health and Home Care, Rehabilitation which include Physiotherapy, Occupational Therapy and Speech Language Pathology; and a full range of Support Services.

The Nurse Educator reports to the Manager, Acute & Ambulatory Care. Duties of the position are ensuring a smooth transition of newly hired nurses by providing mentorship, orientation, and hands-on professional development. The incumbent will be responsible for assessing individual nurses competency levels, determining individual learning needs, and creating a professional developmental plan (with individual nurses – addressing individual learning styles). This position will also coordinate and deliver in-service courses for front line nurses, as time allows.

In addition to conducting clinical education needs assessments, the Nurse Educator develops and plans education programs, and delivers this education to all HRHSSA employees, including physicians, nurses and allied health professionals. The Nurse Educator teaches and/or coordinates the delivery of certifications for HRHSSA health professionals. These courses allow employees to perform their duties and to meet standards set by Accreditation Canada and Workers' Compensation and Safety Commission (WSCC) requirements. Each course is offered anywhere from 2 to 20 times a year to accommodate shift workers and operational requirements.

This position will be assigned to provide services in various units of the health center including, but not limited to: inpatients, emergency/trauma, ambulatory care services and dialysis.

The Clinical Educator performs patient care procedures at the bedside when demonstrating proper skills not taught in basic nursing curriculum or when checking placement of equipment (i.e. electrocardiogram leads). Stooping, bending and performing physical restraints and evasive safety techniques are required during education sessions. The incumbent must also be physically able to set up and move equipment in the classroom, and to and from other off-site locations used for education. The Nurse Educator facilitates groups of people, with varied experiences and backgrounds, and will be required to exhibit flexibility to meet the learning needs of students.

Programs are developed in accordance with identified priorities and best practices to meet professional standards. This requires the Clinical Educator to write and edit education programs and they will be required to produce a variety of written reports.

The Nurse Educator is a member of the health care team who uses the Nursing Process (assessment, planning, implementation, and evaluation) in accordance with the Registered Nurses Association NT/NU Standards of Nursing Practice, the Canadian Nurses Association (CNA) Code of Ethics, Operating Room Nurses Association of Canada, the Dialysis Nurses Association of Canada and the policies, protocols, and guidelines of the HRHSSA in providing care to clients.

The Nurse Educator acts as a role model in promoting evidence based practice and the enhancement of clinical skills.

RESPONSIBILITIES

1. Program development and delivery of employee education (Teaching):

- Researches current trends and best practices for clinical policies and procedures.
- Develops and implements education programs for clinical practitioners to perform
- Advanced skills that are not routinely taught in undergraduate programs and/or to perform skills outside their normal scope of practice.
- Determines curriculum content, writing and editing education materials and evaluation tools. Evaluation tools are typically written exams and clinical competency skills lists for actual procedures.
- Teaches and/or coordinates the delivery of mandatory certifications for health professionals at the HRHSSA. Each to be offered anywhere from 2 to 20 times a year to accommodate shift workers and operational requirements.
- Implements flexible training programs to meet the needs of shift workers (eg. online learning or self-learning modules).
- Reviews all materials taught on an annual basis to ensure best practices and national standards are followed at HRHSSA.
- Determines certification/re-certification needs for employees and coordinates education to meet them.
- Attains/renews instructor's certificates for mandatory certifications at HRHSSA provided by national recognized organizations. Typically these include but are not limited to Basic Life Support and Non-violent Crisis intervention..

- Recruits new instructors for the department and coordinate any on-going education they may need to become and remain qualified. An example would be renewal education for Basic Life Support instructors when national guidelines change.
- Delivers Nursing Orientation for all new Registered Nurses (RNs and Nursing Aides (NAs) on Acute & Ambulatory Care.
- Delivers preceptor workshops for all RNs who preceptor nursing students.
- Coordinates in services on new medical equipment and procedures as needed.
- Supervises and participates in updating of orientation programs for all new staff.
- Conducts introductory and continuing education to ensure charting by health professionals is accurate and meets legal requirements for health record documentation (i.e. CIHI reporting) as well as with Accreditation Canada.
- Marks all exams and issues letters of completion.
- Works with the changing needs of patient care units to provide education as deemed appropriate by those units.

2. The Nurse Educator facilitates professional development support for new nurse graduates, new hires, and experienced nurses to help ensure that they have the knowledge, skills and abilities required to provide quality healthcare:

- Conducts a competency based learning needs assessment with each new nurse through consultation, direct observation, reviewing clinical audits and research;
- Establishes a professional development plan for each nurse in collaboration with the Nurse Manager;
- Assists each nurse in identifying opportunities to consolidate or acquire competencies;
- Assists each nurse to access training programs to address identified areas for professional growth;
- Provides clinical support and teaching to nurses to facilitate competency acquisition and consolidation;
- Encourages experienced nurse co-workers to informally mentor new nurses;
- Practices active listening skills to recognize and understand verbal and non-verbal cues so that learning needs are understood and met;
- Participates in and facilitates mentor orientation and/or skills training sessions;
- Encourages positive working relationships among the new nurse, supervisor and co-workers;
- Facilitates and models problem solving approach;
- Develops and maintains a list of required competencies for each of the clinical areas. i.e. Acute Care, Triage, ER, OR, RR, Pre/post-op, and Endoscopy.

3. Provides a comprehensive orientation for new nurse graduates and hires to the Authority. This ensures that the graduate nurses and new hires understand how the Authority and region operate, thus increasing effectiveness during the provision of health care.

- Facilitates a smooth transition of nursing graduates into the northern nursing environment;

- Coordinates and delivers orientation to nurses based on identified learning needs; monitors and assesses orientation progress, through tools developed in collaboration with senior nursing management;
- Assists in reaching a positive learning outcome from orientation;
- Develops or reviews, evaluates and updates existing policies, procedures and manuals relating to orientation, that are facility and community specific and recommends changes;
- Collaborates with the Authority to develop, review, evaluate and update existing Authority specific orientation procedures and manuals and recommends changes;
- Familiarizes new staff to policies and procedures, administrative guidelines, NWT and Canadian legislation, programs and information systems, and bring awareness to policy/process/standards changes to existing nursing staff;
- Reviews Canadian and NWTRNA nursing practice standards and competencies with new staff as required.
- Ensures/facilitates familiarization with community cultures and political structure; and
- Provides relief as mutually arranged by the incumbent and the supervisor at the Authority in order that the Nurse-In-Charge, Nurse Manager and/or other senior nurses may conduct portions of the orientation program.
 - Coordinates practicum placements.
 - Assist employees/students to successfully complete program as needed (eg. arrange tutorial sessions).
 - Proctors examinations for specialty training and other staff pursuing continuing education.

4. Collaborates with the Nurse Manager to coordinate, assist with, and/or provide a full range of training and educational programming for nurses, to meet established and/or evolving standards of practice:

- Conducts ongoing learning needs assessments with individual nurses;
- Develops learning plans with each newly-hired or less experienced nurse using appropriate learning assessment tools; coordinates attendance of new nurses at training programs to address knowledge and skill needs;
- Coordinates or assists Authority staff with educational/training services such as Basic Life Support and Non-Violent Crisis Intervention. in collaboration with staff development and human resources departments;
- Delivers training to develop the newly hired or less experienced nurses' skills to enhance clinical standards of practice; in addition, experienced nurses and other Authority staff may attend these sessions as appropriate.
- Monitors and evaluates the implementation of training and education programs, including self-directed learning programs;
- Participates in, and from time to time, leads regular staff meeting to review procedures, share information and deal with issues.
- Maintains a written record of all activities and submits quarterly, special and annual reports.

- Collaborates with Authority representatives to annually review existing Authority policies, procedures, best practices and other support initiatives to guide nurses in meeting clinical standards of practice, and makes recommendations for improvement;
- Collaborates with the Authority to develop and update training manuals, as necessary;
- Maintains a database to track current levels of education/training and identifies common needs for new nurses;
- Collaborates with frontline staff, support and resource persons within the Authority and completes administrative duties (reports, recommendations, correspondence, provides updated database information, etc.);
- Acts as a clinical resource to nursing staff and management for primary health care consultation; and
- Reports on training and education initiatives monthly, and as requested by the Manager of Acute & Ambulatory Care.
- Provides input for the prioritization of expenditures for DHSS core funding for nursing education.
- Coordinates course schedules/calendars with existing resources.
- Writes funding proposals to seek additional funding from the Government of the Northwest Territories (GNWT) as needed.

4. As part of a multi-disciplinary health care team the Nurse Educator provides general and advanced nursing care to clients in keeping with the standards and scope of nursing practice set by the CANN and the policies, protocols, and guidelines set by the HRHSSA to ensure that clients receive optimum care to aid in their treatment, recovery, or to support end of life decisions.

- Collaborating and functioning as a part of a multi-disciplinary team to provide quality nursing care related to acute care, outpatients and emergency/trauma services, and ambulatory care services;
- Collecting data regarding the client's physical and psycho-social status at the time of admission and during their stay until discharge;
- Assisting with surgical procedures based on level of training and monitors client's recovery from surgery;
- Assisting the General Surgeon in performing specialized scope examinations;
- Providing specialty care to clients undergoing stress testing procedures;
- Analyzing and interpreting data, based on knowledge of biological, physical and behavioral sciences, to formulate nursing diagnoses;
- Planning interventions based on actual and potential nursing diagnoses, in collaboration with other members of the health care team and physicians;
- Evaluating client responses to interventions and compares data with expected patient outcomes;
- Implementing plans of care as delineated through independent nursing functions, specialized nursing functions, transferred medical functions, standing orders and institutional policies/protocols, reflecting established priorities;
- Making necessary revisions and communicating the revised plan of care;
- Documenting all medication/treatments, assessment data, plan of care,

interventions and client responses or outcomes in a timely manner utilizing NISS charting system;

- Communicating/reporting significant differences between actual and expected responses to the appropriate team member and coordinates appropriate interventions;
 - Explaining procedures, treatments, and other health related information to clients and/or families;
 - Preparing equipment and assisting the physician or nurse practitioner as required during the treatment and examination of clients;
 - Administering medication and monitoring client response and providing advice and instructions to clients on medications as required;
 - Initiating and monitoring intravenous therapy according to hospital policy;
 - Testing, calibrating and troubleshooting dialysis equipment (i.e. dialysis machines, water purifier, etc.) on a regular basis and initiating required maintenance in consultation with the Dialysis Clinical Coordinator;
 - Maintaining good working knowledge of complex equipment, supplies and materials used in the work area;
 - Responding to ambulance calls and dealing with incoming emergencies;
 - Participating with the acute/ambulatory services team in the coordination of emergency med flight transfers, including the care of the client at a tertiary level until med flight personnel arrive to assume care responsibility.
 - Will be required to be on the on-call Acute Care rotation.
5. **The Nurse Educator facilitates, implements, and modifies client and family education/teaching based on the needs of the client (i.e.: self-care, health promotion, nutrition, emotional support and encouragement) and facilitates a team approach to the provision of nursing care.**
- Uses a holistic approach to facilitate individual learning of clients and their families upon admission and transfer or discharge in relation to renal disease (i.e. self-care, health promotion, etc.);
 - Assesses clients for physical and psychological needs, their knowledge of their health, disease process and learning needs;
 - Researches, develops, revises and evaluates educational resources necessary to support clients on an ongoing basis;
 - Provides needed health teaching and counselling to clients and/or families;
 - Coordinates the admission and transfer or discharge of clients. This includes explaining and ensuring that the client understands the admission or discharge plan (established by the Health Care Team for the clients care and treatment);
 - Provides continuous emotional support and encouragement through developing therapeutic rapport;
 - Collaborates with nursing colleagues and other interdisciplinary team members to advocate ethically based professional practice;
 - Participates in committees, task forces, and research projects, as required;
 - Communicates with nurses and other members of the health care team regarding the client's health status and care plan in order to provide continuity of care and promote a collaborative effort directed toward quality client care;

- Reprioritizes on a continuous bases based on client and technical needs and rapid pace;

6. Maintains current clinical best practice skills:

- Attends continuing education on related skills and topics ;
- Attends workshops/meetings relevant to NWT health issues and national trends;
- Maintain up-to-date clinical certifications;
- Shares updated knowledge with management and frontline staff;
- Participates in research that relates to clinical practice and/or primary health care best practices;
- Demonstrates behaviors that reflect professional responsibility and accountability;

7. Clinical best practices support and resources.

- Reviews, rewrites (as needed) and authorizes all standardized nursing care plans developed to use as part of charting system. This is for all inpatient nursing units at HRHSSA.
- Acts as the resource person for the charting system for all healthcare professionals and students.
- Recommends to the Manager and Scheduling the competency levels for clinical practitioners in accordance with professional practice requirements and standards.
- Monitors and researches the development of clinical practice issues.
- Provides on-going support to staff with regard to clinical issues and trends.
- Works in collaboration with the relevant department of division to write/revise policies as needed.
- Orders all text books and electronic subscriptions. These books are for nursing, physicians and allied health professionals.

Position Role in Client & Staff Safety:

The HRHSSA is committed to creating a culture of safety throughout the organization. A culture of safety is necessary to provide optimal care to our clients, and a healthy workplace for staff. An organization with a culture of safety is characterized by several elements:

- Client-centered care;
- Healthy workplace;
- Open communication; and a
- Blame-free and accountable environment.

All staff throughout the organization shares the responsibility for client and staff safety by:

- Demonstrating a commitment to safety;
- Complying with safety policies, procedures and best practices;

- Identifying and reporting safety issues; and
- Participating in safety initiatives.

Criminal Record Check

Employment with the Hay River Health & Social Services Authority is contingent on providing a satisfactory criminal record check including the vulnerable sector check to the Human Resources Office prior to the official start date of a position.

KNOWLEDGE, SKILLS AND ABILITIES

- The Nurse Educator must have advanced knowledge of and an ability to apply the nursing process (assessment, planning, implementation and evaluation) and current nursing practice to provide hands on training and assessment to nurses within the Authority – meet all of the nursing competencies for registration with the CANN;
- The Nurse Educator must have specialized knowledge in the area of nephrology (the study of diseases and disorders of the kidney) and must be capable of sharing this information to both clients and caregivers.
- Knowledge of and an ability to operate, calibrate and clean the dialysis specific tools and machines required during the dialysis of clients (ie. including but not limited to the dialysis machines, water purification system, artificial kidneys, pumps, etc.).
- Training new nurses involves a wide range of patient care skills that requires a broad knowledge base of program and service delivery and the ability to evaluate the performance of both the services and the staff providing them;
- The incumbent must be able to work with staff to maintain a creative and supportive work environment where people are willing to work together for the benefit of the patients;
- The incumbent should possess negotiation/mediation skills, as well as some knowledge of adult learning principles in order to effectively assess learners and provide effective guidance, mentorship and training;
- Ability to provide a safe and caring environment for clients, their families and other members of the health care team;
- An ability to operate and/or use standard medical equipment (such as but not limited to – ECG, peripheral Infusion devices and lines, thermometers, NG tubes, sphygmomanometer, blood glucose monitors, stretchers, suction tubes, sharps, pulse oximeter, etc.);
- Knowledge of medications and an ability to monitor and maintain an adequate supply of medications for the HRHSSA;
- Knowledge of biological, physical and behavioral sciences are required in order to provide competent care, recognize and interpret findings and make decisions about priority of care;
- The delivery of client services that requires assessment, diagnosis, intervention, and evaluation that falls within an advanced nursing scope of practice is required.
- Ability to communicate effectively in writing and verbally to people with varying backgrounds, knowledge and levels of education is required;
- The incumbent is a team player, flexible in attitude and is able to multi-task as needed;

- Knowledge of and ability to operate word processing and spreadsheet applications (i.e. Microsoft Word) in the completion of training materials and presentations;
- An ability to operate a desktop computer in order to send and receive electronic mail and conduct research over the Internet;
- Experience in adult education and program development preferred;
- Knowledge of northern cultures, values and political structures.

The knowledge and skills required are normally acquired through a Bachelor of Science in nursing degree, hemodialysis training from a hospital approved course and five years of nursing experience in a variety of acute care/specialty areas and at least two year of experience facilitating mentorship or training programs within a health care system.

The Nurse Educator must be registered with the CANNN and have successfully completed a criminal record check.

The Nurse Educator must possess or be able to acquire within a reasonable time frame and remain current with the following mandatory certifications:

- BLS
- Non-Violent Crisis Intervention
- WHIMIS
- ACLS
- PALS
- CTAS
- NRP

It would be desirable for the Nurse Educator to have certification in the following certifications/ training:

- Immunizations
- Dialysis Training
- Cardiac Monitoring
- EKG Interpretation
- Emergency Drugs
- OR Training
- Electrical Defibrillation Training
- Endoscopic Training
- TNCC
- ENPC

WORKING CONDITIONS

Physical Demands

| | Frequency | Duration | Intensity |
|---|------------------|-----------------------|------------------|
| ¾ of the incumbent's time will be spent in a clinical setting providing hands-on client care and Nurse mentoring. | Daily | 5 – 5.5 hours per day | Moderate |

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|---|-------|-----------------------|--------|
| ¼ of the time will be spent sitting in an office doing program planning, evaluating and administration. | Daily | 1.5 – 2 hours per day | Normal |
| Handling equipment, lifting and moving patients may be required. | Low | Low | Varies |

Environmental Conditions

| | Frequency | Duration | Intensity |
|--|------------------|-----------------|------------------|
| As typically associated with a clinical position. The incumbent is exposed to a busy work environment which includes mentoring nurses working with demanding clients or crying children. Requests for consultation made from other RNs and physicians require continual prioritizing of work happening simultaneously. Exposure to infectious diseases may occur when working in a clinical setting i.e. tuberculosis. | Varies | Varies | Varies |

Sensory Demands

| | Frequency | Duration | Intensity |
|--|------------------|-------------------------|------------------|
| Constant periods of concentration, assessment, providing performance feedback, accompanied by frequent interruptions, which result in continually evaluating and shifting priorities. | Daily | 3.5 – 7.5 hours per day | Normal |
| All five (5) senses must be utilized in assessing clients and the competencies of Registered Nurses as well as during client assessment (increased complexity resulting from assessing two individuals at the same time – client and nurse). | Daily | 3.5 – 4 hours per day | Moderate |

Mental Demands

| | Frequency | Duration | Intensity |
|--|------------------|-------------------|-------------------|
| The environment is dynamic and constantly changing, therefore, the incumbent has, at times, limited control over their work place. | Daily | 7.5 hours per day | Normal - Moderate |
| The Nurse Educator is expected to remain calm, controlled and | Daily | 7.5 hours per day | Normal |


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| professional, regardless of the situation and demonstrate care and compassion to the client, the nurse graduate or Mentee, and to nursing staff. | | | |
| The Nurse Educator will be innovative in instructional methods and will provide supportive feedback to learners. | Daily | 7.5 hours per day | Normal |

January 2017 – New Position
December 2017 – job evaluation, added dialysis component
July 2020 – Title Change from RN – Client Care Services to Nurse Educator
December 2023- Changes to training provided, coordinated and required

CERTIFICATION

Position Number: U3012

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| <hr/> <p>Employee Signature</p> <hr/> <p>Printed Name</p> <hr/> <p>Date</p> <p>I certify that I have read and understand the responsibilities assigned to this position.</p> | <hr/> <p>Supervisor Title</p> <hr/> <p>Supervisor Signature</p> <hr/> <p>Date</p> <p>I certify that this job description is an accurate description of the responsibilities assigned to the position.</p> |
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|  <hr/> <p>Director/Chief Executive Officer Signature</p> | <p>01 February 2024</p> <hr/> <p>Date</p> |
| <p>I approve the delegation of the responsibilities outlined herein within the context of the attached organizational structure.</p> | |

The above statements are intended to describe the general nature and level of work being performed by the incumbents of this job. They are not intended to be an exhaustive list of all responsibilities and activities required of this position

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