



Job Description

IDENTIFICATION

<i>Position Number</i>	<i>Position Title</i>	
	RN Educator Mentor – Continuing Care	
<i>Department</i>	<i>Position Reports To</i>	<i>Location</i>
Continuing Care	Manager, Continuing Care	Continuing Care Sites

PURPOSE OF THE POSITION

The incumbent will support Continuing Care staff of the Hay River Health & Social Services Authority (HRHSSA) including Registered Nurses RN's, Licenced Practical Nurses (LPNs), Long Term care Aids (LTCA's), Resident Care Aids (RCA's), Personal Outcome Support Worker (POSW's), and Home Support Workers (HSW's) through the provision and/or coordination of orientation, mentoring, and professional development support. The incumbent is responsible for the assessment and coordination of resident care. In keeping with best practices for Continuing Care, the incumbent will work within the standards of the NWTRNA to ensure coordination of high quality care and safety of residents/clients in Continuing Care. The incumbent is responsible for the development, organization, implementation, monitoring and evaluation of the provision of a broad spectrum of nursing and other health and social services programs for the residents/clients in Continuing Care. The incumbent uses the nursing process within the framework of the standards of nursing practice, the NWT Continuing Care Standards, other program standards, and the Hay River Health and Social Services Authority policies and procedures to facilitate residents receiving optimum care, achieving maximum independence, providing a secure, comfortable, home-like environment. Services will be provided in accordance with the Hay River Health and Social Services Authority mission, goals and objectives. A seamless and supportive 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 continuing care staff, orientate new staff, and provide hands on individualized or group nursing skills training. Ensures monitoring skills of practice and competencies, coordinates continuing education to meet identified learning needs, and contributes to quality assurance, safe, evidence-based nursing practice and continuous improvement of health care delivery.

The incumbent is an active member of the Continuing Care Services team, providing general and advanced nursing care to resident/clients. The RN Educator Mentor – Continuing Care works 7.5 hours daily, Monday to Friday.

SCOPE

This position will be located out of Woodland Manor but may provide services to one of the Hay River Health & Social Services Authority (HRHSSA) locations. They include the Hay River Regional Health Center (HRRHC), 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 RN Educator Mentor – Continuing Care reports to the Manager, Continuing Care. Duties of the position are ensuring education and support to staff by providing mentorship, orientation, and hands-on professional development. The incumbent will be responsible for assessing individual staff competency levels, determining individual learning needs, and creating a professional developmental plan with individual staff. This position will also coordinate and deliver in-service courses for staff, as time allows.

This position will be assigned to provide services in various continuing care sites: Woodland Manor, Home Care, and Supportive Living Services. This position may be required to provide in house training to maintain certification at an instructor level as outlined by the continuing care mandatory training requirements to continuing care staff. In addition, as time allows, HRHSSA as decided by the Manager, Continuing Care.

The RN Educator Mentor – Continuing Care 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, and guidelines of the HRHSSA in providing care to clients.

RESPONSIBILITIES

- 1. The RN Educator Mentor – Continuing Care facilitates professional development support for new nurse graduates, new hires, existing staff 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 and existing staff through consultation, direct observation, reviewing clinical audits and research;
- Establishes a professional development plan for each staff as needed in collaboration with the Manager/Supervisor;
- Identifies need for and contributes to performance management plans in with the Manger/Supervisor;
- Assists each staff in identifying opportunities to consolidate or acquire competencies;
- Assists each staff to access training programs to address identified areas for professional growth;
- Provides clinical support and teaching to staff to facilitate competency acquisition and consolidation;
- Encourages experienced staff 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 staff. Facilitates and models problem solving approach and critical thinking;
- Develops and maintains a list of required competencies for each of the clinical areas. i.e. Woodland Manor, Homecare, Supportive Living Services;
- Participates in internal and external committees, ie; Continuing Care Pharmacy Committee, Long Term Care Policy committee, Accreditation Committee, InterRAi/ CIS Committee, etc.
- Provides coaching and leadership to the LTC/SLS/Home Care team, students, volunteers and other members of the health care team;
- Oversees orders are correctly processed, recorded and followed through according to established policies with all staff;
- Maintains and monitors approved standards of practice to ensure that regular and special procedures are performed in a safe and competent manner.

2. Provides a comprehensive orientation for new graduates and new hires to Continuing Care. 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 new staff into the northern nursing environment;
- Coordinates and delivers orientation to staff based on identified learning needs, monitors and assesses orientation progress through tools developed in collaboration with the Manager/Supervisor;
- Assists in reaching a positive learning outcome from orientation and continued education;
- Develops or reviews, evaluates and updates existing policies, procedures and manuals relating to orientation and training;

- Collaborates with the Authority to develop, review, evaluate and update existing Authority specific orientation procedures and manuals, and recommend changes;
- Familiarizes new staff to policies, procedures and administrative guidelines;
- Reviews Canadian RN/LPN nursing practice standards and competencies with new and existing staff as required.
- Ensures/facilitates familiarization with community cultures and political structure;
- Provides relief as mutually arranged by the Manager/Supervisor, in order for the Nurse In Charge/or other senior or assigned nurses to conduct portions of the orientation program.

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

- Conducts ongoing learning needs assessments with individual staff;
- Develops learning plans with staff using appropriate learning assessment tools, coordinates attendance of staff training programs to address knowledge and skill needs;
- Coordinates or assists staff with educational/training services as a facilitator such as BLS, Phlebotomy, NVCI, MHFA, RL6, EMR, Supportive Pathways, BIPP, InterRAi/CIS and additional training/ facilitator training as decided by the Manager, Continuing Care;
- Delivers training to develop the newly hired or less experienced nurses' skills to enhance clinical standards of practice; provide training to other departments as requested and approved by the Manager, Continuing Care.
- Monitors and evaluates the implementation of training and education programs, including self-directed learning programs;
- 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 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 staff and management for continuing health care consultation;
- Reports on training and education initiatives monthly, and as requested by the Manager, Continuing Care.

4. As part of a multi-disciplinary health care team, the RN Educator Mentor – Continuing Care provides general nursing care to clients in keeping with the standards and scope of nursing practice to ensure that residents/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 continuing care services;

- Collecting data regarding the client's physical and psycho-social status at the time of admission and during their stay until discharge;
- 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 residents outcomes;
- Implementing plans of care as delineated through independent nursing functions, specialized nursing functions, transferred medical functions, standing orders and 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 residents/clients on medications as required;
- Maintaining good working knowledge of complex equipment, supplies and materials used in the work area;
- Responsible for the ongoing monitoring and audits of Continuing Care;
- Provides direct nursing care when needed, and other requested responsibilities as required or requested by the employer;
- Ensures orders are correctly processed, recorded and followed through according to established policies with all staff;
- Oversees safety and risk assessments and screening on admission and as required;
- Assist in ensuring the quality and risk management programs for Continuing Care are maintained, follow up of incident reporting as tasked by the Manager/Supervisor;
- Responds to emergencies following appropriate policies;
- Provides feedback and participates in performance appraisal process;

5. The RN Educator Mentor – Continuing Care facilitates, implements, and modifies residents/client and family education/teaching based on the needs of the residents/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 residents/clients and their families upon admission, and transfer or discharge;

- Assesses residents/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 residents/clients on an ongoing basis;
- Provides needed health teaching and counselling to residents/clients and/or families;
- Coordinates the admission and transfer or discharge of residents/clients. This includes explaining and ensuring that the resident/client understands the admission or discharge plan (established by the Health Care Team for the residents/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;

6. The RN Educator Mentor – Continuing Care performs administrative and other general duties to ensure completion of activities in the department.

Main Activities:

- Monitors staff performance and ensures competencies are met;
- Identifies need for and initiates performance management plans in collaboration with the Manager of Continuing Care, SLS Supervisor and Home Care Supervisor;
- Participates in assisting and guiding nursing staff to develop short and long term educational/ learning goals;
- Provides feedback on performance of staff to the Manager/SLS Supervisor/Home Care Supervisor;
- Identifies and makes recommendations for training/skill enhancement;
- Participates in staff orientation and ad-hoc training initiatives in consultation with training specialists;
- Participates in the hiring process when requested;
- Monitors, approves and authorizes overtime in the absence of the Manager/SLS Supervisor/Home Care Supervisor;
- Assists in the collection and analyzing of departmental statistics and preparing reports;
- Assists in ensuring the Quality and Risk Management programs for the department are maintained; follow up of incident reporting;
- Reviews incidents of unusual nature with the Manager/Supervisor;
- Provides Acting/Responsibility coverage for Manager/Supervisor when requested;
- Ensures all equipment is in good working order, and necessary resources and supplies are available;
- Assist the Manager/Supervisor and LTC/SLS Policy Committee in the development and review of LTC/SLS Policies, Procedures and Processes;
- Other related duties as required.

7. Maintains current clinical 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 continuing care best practices;
- Demonstrates behaviors that reflect professional responsibility and accountability.

Position Role in Resident/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:

- Resident/client-centered care;
- Healthy workplace;
- Open communication; and a
- Blame-free and accountable environment.

All staff throughout the organization shares the responsibility for resident/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 RN Educator Mentor – Continuing Care must have advanced knowledge of and an ability to apply the nursing process and current nursing practice to provide hands on training and assessment to Continuing Care staff. Training new staff involves a wide range of 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;

- Ability to provide leadership to staff to be able to maintain a creative and supportive work environment where people are willing to work together for the benefit of the residents/clients;
- Ability to possess conflict resolution skills, as well as 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 residents/clients, their families and other members of the health care team;
- An ability to operate and/or use standard medical equipment such as oxygen therapy;
- Knowledge of medications and an ability to monitor and maintain an adequate supply of medications for Continuing Care;
- 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;
- Ability to communicate effectively in writing and verbally to people with varying backgrounds, knowledge and levels of education is required;
- Quality and risk management knowledge;
- Ability to work independently with minimal supervision;
- Strong team orientation;
- Strong leadership skills;
- Experience working in cross cultural environment;
- Must be flexible in attitude and is able to multi-task as needed;
- Class 5 driver's license is required with a willingness to transport/drive residents/clients and/or samples in HRHSSA vehicles;

- Knowledge of and ability to operate word processing and spreadsheet applications (i.e. Microsoft Office, etc) 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, three years of nursing experience in a variety of areas and at least one year of continuous experience as a Supervisor, Educator or Coordinator facilitating mentorship and training programs within a health care system.

The RN Educator Mentor – Continuing Care must be registered with the RNANTNU and have successfully completed a criminal record check.

The RN Educator Mentor – Continuing Care must possess or be able to acquire within a reasonable period and remain current with the following mandatory certifications:

- BLS
- WHIMIS
- NVCi
- Supportive Pathways
- IPAC

- Hand Hygiene
- Phlebotomy
- BIPP
- Fire Safety
- Blood Glucose Monitoring
- Mental Health First Aid
- Class 5 drivers licence
- Additional as required or requested by manager

WORKING CONDITIONS

Physical Demands

Time spent sitting at a computer, desk or in a meeting Low intensity 50%

Time spent in resident care activities Low to moderate intensity 50%

Environmental Conditions

The RN Educator Mentor – Continuing Care works in a healthcare setting. The incumbent is at risk for infectious disease as a result of direct exposure to clients/residents, bio-hazardous waste, human waste and sharp disposal. Slippery wet floors also pose a hazard.

The RN Educator Mentor – Continuing Care is occasionally involved in volatile situations that require subduing and restraining residents. The RN Educator Mentor – Continuing Care may be at risk for injury when assisting in resident care during emergency situations Medium intensity 75%

Sensory Demands

The nature of the work demands long periods of concentration, accompanied by frequent interruptions and reassessment of present status. Their assessment skills are vital, use of all senses to observe residents, staff and their environment.

High intensity 75%

Mental Demands

The environment is dynamic and constantly changing, therefore, the incumbent has limited control over their work pace. The incumbent could be submitted to physical and/or verbal abuse. The incumbent is exposed to death/dying and other emotional disturbing experiences. Dealing with dementia residents and their associated behaviour challenges on a daily basis. The RN Educator Mentor – Continuing Care is expected to remain calm, controlled and professional, regardless of the situation and demonstrate care and compassion to resident, family and other members of the health care team.

High Intensity 75%

CERTIFICATION

Position Number:

<p>_____ Employee Signature</p> <p>_____ Printed Name</p> <p>_____ Date</p> <p>I certify that I have read and understand the responsibilities assigned to this position.</p>	<p>Director, Client Services _____ Supervisor Title</p> <p><i>Dale Snow</i> _____ Supervisor Signature</p> <p>09 February 2021 _____ 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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<p><i>[Signature]</i> _____ Director/Chief Executive Officer Signature</p> <p>I approve the delegation of the responsibilities outlined herein within the context of the attached organizational structure.</p>	<p>February 9, 2021 _____ Date</p>
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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

February 2021 – New Position