



Position Description

POSITION TITLE: RN CLINICAL EDUCATOR
FSLA Status: Exempt
REPORTS TO: Staff Development Director
HOURS: Full-Time Position, 40+ hours per week. Varies with clinic and meeting schedules, may include evenings and Saturdays as required to fulfill job duties.

POSITION SUMMARY:

The RN Clinical Educator is responsible for the assessment, planning, coordination, implementation and evaluation of educational and clinical initiatives and the operational excellence of the clinical support staff including Registered Nurses, Licensed Vocational Nurses, Medical Assistants, Health Coaches, Community Health Workers and Health Navigators to ensure that clinical support staff have the appropriate training, are proficient in their skills, are competent in their performance and judgment and can demonstrate their ability to deliver quality services in accordance with applicable policies, procedures, licensing, certification and professional standards. This position is a member of the Staff Development Department supporting Patient Centered Medical Home standards and Team Care practices.

ESSENTIAL DUTIES AND RESPONSIBILITIES

This role performs a variety of services related to the professional development of the clinical support staff including but not limited to:

- Clinical onboarding of nurses and paraprofessional clinical support staff to insure each employee is able to perform a standard level of competency relative to employee's licensure, certification, job duties and scope of practice
- Providing orientation, skill based training including observation of performance as part of preparing nurses and paraprofessional staff to work at the top of their scope
- Performing observations in the exam room to provide feedback to clinical support staff to improve required skills/competencies, documentation and communication for the delivery of safe and patient centered care.
- Assessing ongoing competence with direct patient care/equipment, ensures there is a clear pathway for clinical support staff orientation with current/updated materials (including baseline competencies, annual review competencies, corporate compliance competencies, HealthStream modules, mock codes and simulated scenarios)
- Organizing, conducting, and evaluating internal training programs for nurses and paraprofessional clinical support staff.
- Selecting or creating materials and appropriate delivery methods for educational programs on a variety of topics (e.g., new employee orientation, job skills training, or clinical performance appraisals) for nurses and paraprofessional clinical support staff
- Supporting the implementation of best practices based on the latest evidence.

- Providing career counseling, especially for non-exempt nurses and non-licensed para-professional support staff.
- Developing, delivering, analyzing and evaluating microsystems and macrosystem educational needs assessment tools for clinical support staff
- Producing reports and using meaningful data to plan educational activities at the microsystem or macrosystem level
- Evaluating nurse and paraprofessional support staff care outcomes through the acquisition of data and the questioning of inconsistencies, allowing for the revision of actions and goals
- Designing and/or redesigning client care performed by nurses and paraprofessional support staff based on analysis of outcomes and evidence-based knowledge
- Participating with Staff Development Director in the development, implementation and evaluation of standing orders for nurses and practice guidelines for paraprofessionals
- Ensure that staff are properly signed off on required competencies prior to delivering care to an assigned population, especially low volume, high risk skills.
- Ensure nurse staff complete recommended external training for their specific (Mandated Court Reporting, LGBT Cultural Fluency, BLS, Vaccine storage and Management, Vision Screening Training, Immunization, Pediatric, Adolescent and Adult Immunization Providers, Audiometric Screening, Breathe California Asthma Training, Centering Pregnancy, Wound Care Clinical Lab, Lactation Training, Family Planning Health Worker Certification.)
- Ensure clinical policies, procedures and standing orders are updated and reviewed annually.

GENERAL DUTIES:

- Collaborating with the intra and inter-departmental leadership, fellow staff development department colleagues, nursing staff, and ancillary services to develop and coordinate system wide educational activities including designing/developing, implementing/scheduling and evaluating.
- Contributing to educational calendar for RFHC clinical staff
- Incorporating theories and research in generating teaching and counseling strategies to promote and preserve health and healthy lifestyles in client populations
- Using epidemiological, social, and environmental data to draw inferences regarding the health status of client populations
- Participating in RFHC committees and task forces providing support, expertise and evidence-based knowledge to improve processes and quality of care issues
- Supporting the organization's professional practice model
- Contributing to a work environment that encourages knowledge of, respect for, and development of skills to engage with those of other cultures or backgrounds and to promote a strong culture of safety throughout the organization
- Supporting the delivery and supervision of client care across a continuum
- Evaluating and anticipating risks to client safety using risk analysis tools
- Synthesizing data, information and knowledge on client outcomes and modify interventions to improve health care outcomes
- Working in an interdisciplinary team to make ethical decisions regarding the application of technologies and the acquisition of data
- Fosters an environment that promotes trust and cooperation among patients and staff; maintains strictest confidentiality concerning all patient and employee information.
- Promotes and exemplifies in action, the mission, goals, policies, procedures and principles of RFHC to supervisees and other clinic staff.

QUALIFICATIONS:

- Registered Nurse with a Bachelor's Degree and an active California State license, AND
- Three (3) years of experience working in an outpatient clinic, community health center, public health department clinic or large multi-disciplinary practice as a registered nurse, AND
- Three (3) years of experience working as a clinical or nursing supervisor with oversight of 5 or more paraprofessionals and/or nursing staff in an outpatient clinic, community health center, public health department clinic or large multi-disciplinary medical practice AND
- Minimum of three (3) years of experience in education, organizational development or job training focused on non-professional to professional fields of work
- Master's Degree in education or related field associated with Adult Learning highly desirable
- Demonstrated effective coaching and mentoring experience
- Ability to communicate effectively both verbally and in writing in a professional manner; Spanish language competency highly preferred.
- Computer literacy required; familiarity with the use of Microsoft Windows.
- Experience with the implementation and utilization of electronic practice management systems. Knowledge of the principles of practice management systems required.
- Demonstrated knowledge and experience in the effective and efficient delivery of outpatient clinic operations.
- Ability to take initiative and to exercise independent and sensible judgment; demonstrates decision-making and problem-solving expertise.
- Ability to provide proactive, positive, calm and overall effective leadership for the clinic staff in the delivery of day to day back office clinic services.
- Demonstrated ability to motivate, supervise, train and work respectfully and effectively with a culturally diverse clinic staff.
- Ability to collaborate and work effectively with the management team, patients, the public, community members and external agencies.
- Must adhere to standards of confidentiality
- Other duties as assigned

Qualified applicants please forward CV to:

resumes@ravenswoodfhc.org OR

fax: 650.321.8576