

POSITION DESCRIPTION**EDUCATION ASSISTANT**

Reports to: Clinical Director of Education
Services

Supervises: No One

Position Status: Non-Exempt

Effective Date: 10/21/18

GENERAL SUMMARY

The Education Assistant is responsible to the Clinical Director of Education Services for facilitating didactic education and clinical skill development. This includes operation of dialysis machines and use of blood tubing, dialyzers and assorted medical supplies used for the various simulations. This position is also responsible for administrative services, general office duties, and completing special projects as needed. The person in this position works closely with the Education Services staff, and other designated personnel. The position is responsible for communicating with current and new clinical staff, and with administrative and other support services staff, as well as operating phones, copying and laminating machines, computers, and faxes.

DUTIES AND RESPONSIBILITIES

1. Basic Clinical Orientations

- a. Sets up orientee files, manages the personal schedules, and confirms orientation speakers
- b. Provides the initial orientation to and sets up passwords for new employees to Outlook, the EMR, KNET, Policy Manager, Swank, Schedule Me, Ascend, and Schedule Wise.
- c. Copies and assembles orientation materials for Manager, Supervisor, Care Manager, Peritoneal, Home Hemo, Traveler, Unit Coordinators, Transporters, Preceptor Training, EMR classes, Student Nurses, OCEAN and Ascend.
- d. Sets up supplies dialysis supplies and creates universal packets for classes with simulations.
- e. Assists the Educators in the skills lab by monitoring and helping orientees learn to set up and tear down dialyzers as well as clean the dialysis station.
- f. Assists the Educators in classroom simulations by monitoring the orientees while practicing skills and helping them as needed.

- g. Is responsible for the weekly dialysis machine disinfections.
 - h. Proof reads some dialysis related procedures and learning materials to provide the Educators with feedback.
 - i. Assists with lap top management by setting them up, putting them away and initiating problem solving as needed for classes
 - j. Corrects quizzes and tests as needed and logs data onto the orientees tracking sheet.
 - k. Manages the successful end of and post orientation paperwork including collecting materials, sending reminders, completing the data gathering, and sending out certificates of completion.
2. Manages RN/LPN, Strategic Review, Preceptor and other workshops as needed. This includes scheduling rooms, speakers and attendees, as well as materials production and post workshop follow-up paperwork and certificates of completion.
 3. Maintains the Education Services procedure files.
 4. Assists the Clinical Educators to create and update the yearly orientation and workshop calendar.
 5. Maintains the Clinical Director/Unit Manager/Supervisor and Care Manager rosters
 6. Orders and stocks office supplies.
 7. Schedules the classrooms and the Cascade Conference Room for the Education Department.
 8. Operates equipment such as computers, copier/faxes, laminators, telephones and audio visual equipment for the department and others at NKC.
 9. Performs confidential and/or other specific projects, duties, and responsibilities as required.

POSITION SPECIFICATIONS / QUALIFICATIONS

1. Maintains Patient Care Technician Certification. May pick up occasional overtime hours doing patient care in the units. Attends inservices and workshops to stay up to date, and meets the 30 contact hour requirements every 3 years.
2. Work requires a high degree of organizational skill including the ability to prioritize and multi-task to get projects completed on time.
3. Must be exacting and have good attention to detail.
4. Must be dependable and able to work in a small department with minimal ability to provide coverage.
5. Must enjoy and be able to work in a busy and frequently noisy environment with many distractions.

6. Shows initiative (doesn't wait to be asked) about approaching staff at all levels.
7. Work requires good interpersonal skills to handle frequent contact with many NKC staff including orientees, unit staff, physicians, support services, and administrative staff.
8. Must have at least intermediate Microsoft Office skills, and be able to demonstrate use of other software once trained.
9. Needs to have a general knowledge of office equipment at a level that is generally acquired from experience.

JOB CONDITIONS

1. Must be able to communicate effectively in English on the phone, in writing, and in person.
2. Must be able to use a computer keyboard, mouse, and pull down windows in an efficient manner. Must be able to demonstrate use of appropriate software after training.
3. Duties and responsibilities are performed in a classroom and clinical education skills laboratory environment. There is exposure to chemicals such as citric acid, bleach and other cleaning products.
4. This is a job with daily physical activity that includes stooping and getting up and down, standing for periods of time, moving supplies and equipment, reaching, walking, lifting, pushing, grasping, talking, hearing, and repetitive motions of the wrists, hands, and fingers.
5. The physical requirements include the ability to lift/move objects weighing up to 30 pounds occasionally, and up to 15 pounds frequently.
6. Visual acuity is required to read, inspect data, work with information on a computer screen, and perform other duties.

CUSTOMER SERVICE STANDARDS

Staff is responsible for demonstrating good customer service and professionalism.

1. **CONSIDERATION:** Greet customers promptly; show courtesy; recognize customer's needs; respect privacy.
2. **CONCERN:** Listen to customers; express appreciation, be non-judgmental; take responsibility.
3. **CONFIDENCE:** Show a positive attitude; take personal initiative; inform; educate and reassure; provide prompt follow-up.
4. **CONDUCT:** Hold appropriate conversations; maintain a professional appearance; establish teamwork; show professional competency.

EDUCATION AND EXPERIENCE

The Education Assistant should have the equivalent of high school education, and preferably previous dialysis experience. Must be able to type and perform general office duties. It is preferable that this person has some experience that includes working with groups or in situations where they have contact with a large number of people. Good basic

communication skills are important, as are attention to detail and reliability.

The above statements are intended to describe the general nature and level of work performed by people assigned to this classification. They are not to be considered as an exhaustive list of all job tasks performed by people so classified.

REVIEW AND APPROVAL



Vice President of Patient Care Services

10/21/18

Date



Vice President of Human Resources
& Chief HR Officer

10/21/18

Date