



POSITION DESCRIPTION

Clinical Education Manager

Reports to: Director of Quality, Education & Informatics

Position Status: Exempt

Supervises: Clinical Educators

Effective Date: 5/11/24

GENERAL SUMMARY

The Clinical Education Manager is responsible to the Director of Quality, Education, and Informatics (Director) for operation of the Clinical Education Services Department which includes responsibility for orientation of organizational clinical staff, clinically focused staff development, and clinical procedures, and for patient education consultation. This position is responsible for budget planning and administration, equipment, and other resources and for supervising clinical educators.

DUTIES AND RESPONSIBILITIES

1. Plans and administers Clinical Education Services, clinical policies, procedures, programs, and related budgets in coordination with the Director. Establishes priorities, develops plans to implement, and maintains approved plans. This includes responsibility for long-range planning.
2. Represents Clinical Education in discussions and meetings with other Northwest Kidney Centers' personnel; and performs ad hoc, standing, and other committee responsibilities.
3. Is responsible for clinical orientation and staff development services including continuing education activities for nurses, dialysis technicians, and unit coordinators.
4. Supervises Clinical Educators, who are responsible for clinical orientation and continuing education.
5. Supervises the Education Services assistant who is responsible for special projects and administrative duties.
6. Performs clinical educator duties as needed, which includes planning and teaching clinical orientation and in-service classes.
7. Coordinates audio-visual support services for staff and patient education.
8. Maintains and evaluates Education Services activities; responds to organizational, procedural, or technical problems as they appear; and evaluates accomplishments in terms of quality, costs and other goals and objectives.

9. Monitors clinical practice to ensure compliance with NKC and/or regulatory standards and requirements. Participates in the development of clinical dialysis practice standards, and protocols.
10. Keeps informed of current professional nursing and dialysis service standards and practices involving management, patient care, and education.
11. Acts as a liaison for NKC to local community and professional organizations.
12. Keeps informed of current professional standards and practices involving educational fields and recommends changes in policies and practices to keep programs up to date. Implements a program of on-going clinical procedure and policy review.
13. Oversees coordination of the Education Outreach Programs with Schools of Nursing, MEDIC I, and others.
14. Performs other duties and responsibilities as may be required.

PLANNING

This position is responsible for Clinical Education Services department planning required for orientation and continuing education programs; and for participating in the dialysis services overall planning process. Typical planning responsibilities are:

- Clinical orientation planning, which involves approval and development of new teaching materials for sessions.
- Program development plans that include, for example, planning for the use and production of audiovisual materials in conjunction with all NKC departments.

SUPERVISION and COORDINATION

This is a supervisory position. Direct subordinates include clinical educator, and administrative support staff. Assigned trainees during their clinical orientation or student phase. The position is also responsible for coordinating professional training and education in dialysis offered through the Northwest Kidney Centers.

EXTERNAL CONTACTS

The position has contacts with nursing education faculty and managers in other healthcare organizations and academic institutions. The position also has contacts with facility representatives to arrange educational presentations.

DECISIONS

The position is responsible to the Director of Quality, Education, and Informatics for decision-making required in operations of the Clinical Education Services Department. Typical decisions include:

JOB CONDITIONS and PHYSICAL EFFORT

Must be able to communicate effectively in English on the phone, in writing, and in person. Duties and responsibilities are performed in education services, clinical dialysis units, and other healthcare organizations. The Clinical Education Manager must have transportation available and a current Washington State Driver's license to travel throughout the Puget Sound region (mileage is reimbursed).

Physical activities require the ability to stoop, kneel, crouch, reach, stand, walk, push, pull, lift; fingering, grasping, feeling; talking, hearing; and repetitive motions of hands, wrists, and fingers. Requires a high-level of hand eye coordination. Must have strong visual acuity to read, inspect information on monitors, inspect technical documents and work extensively with data on a PC. Requires the ability to pass the Ishihara test for color blindness.

The physical requirements include the ability to lift/move objects weighing up to 20 pounds occasionally, and lift/move objects weighing up to 10 pounds frequently. The position requires visual acuity to read, inspect dialysis machines, and provide patient care. The incumbent is exposed to a variety of atmospheric conditions. This would include exposure to fumes from formaldehyde and other chemicals, blood, and body fluids.

Must be able to use a computer keyboard, mouse, and pull-down windows in an efficient manner. Must be able to demonstrate the use of appropriate software after training. The individual in this position operates the phone computer, copier, and other office and clinical equipment as required. Demonstrated skills in Microsoft Office Products and knowledge of clinical software programs are required.

CUSTOMER SERVICE STANDARDS

Staff are 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 Clinical Education Manager should have the equivalent of a Baccalaureate degree with a nursing major and current registered nursing licensure in the state of Washington.

The Manager of Education Services should have two years previous nursing instructional experience with experience in nephrology or dialysis

services.¹Other qualifications include involvement in appropriate professional committees; willingness to work with hepatitis- and HIV-positive patients following NKC recommended guidelines; and performance of continuing education responsibilities. Unless contraindicated, the incumbent is expected to receive or provide documentation of receipt of vaccination against hepatitis B.

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

DocuSigned by:

Heather Thomasson

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VP of Clinical Services/CNO

5/17/2024 | 1:16 PM PDT

Date

