



POSITION DESCRIPTION

POSITION TITLE:	CLINICAL RESOURCE NURSE
DEPARTMENT:	CLINICAL PROGRAMS
CLASSIFICATION:	CLINICAL RESOURCE NURSE III
UNION:	MANITOBA NURSES UNION

REPORTING RELATIONSHIPS

POSITION REPORTS TO:	CLINICAL TEAM MANAGER
POSITIONS SUPERVISED:	NOT APPLICABLE

POSITION SUMMARY

The Clinical Resource Nurse is a Registered Nurse who plays a key role as part of the multidisciplinary patient/ client/ resident care team. He/She is responsible to coordinate and lead care delivery in a manner that reflects professional nursing practice and a team approach to providing care to patients* with their families. The Clinical Resource Nurse will uphold standard of care and work towards sustaining service delivery. The Clinical Resource Nurse will be cognizant of patient care and safety issues and work with leadership and staff to resolve those issues. The position of Clinical Resource Nurse functions in a manner consistent with, and supports the Mission, Vision and Values of the Interlake – Eastern Regional Health Authority.

*The word “patient” used throughout the document refers to patients, clients and residents.

ESSENTIAL FUNCTIONS AND DUTIES

Function and duties include but are not limited to the following:

Key Responsibilities

- Assess, plan, implement orientation and ongoing learning/ coaching of staff.
- In keeping with College of Registered Nurses of Manitoba (CRNM) standards and the

Canadian Nursing Association (CNA) Code of Ethics promotes good interpersonal relationships by modeling professional behavior and practice.

- Mentoring nursing staff on the patient care unit to reflect best practices.
- Coordinating the shift's requirements of matching clinical staffing and expertise with patient care needs while enabling a readiness to care for new patients.
- Provides expert nursing care to patients; teaching nursing staff; performing charge nurse functions; advancing nursing practice and performing other related duties as assigned.

Duties and Responsibilities

A. Assessment

The Clinical Resource Nurse is responsible for the completion and validation of the following nursing practices:

- Assesses the units/teams ability to prioritize patient/ family needs and concerns on an ongoing basis.
- Assesses the units/teams need for appropriate skill mix of care-giving personnel, in collaboration with the Clinical Team Manager.
- Attains input from the multidisciplinary team to maximize quality and continuity of patient care.
- Assesses the safety of the environment for patient to minimize risks to client/ patient/ family/ staff.
- Assesses and discusses the need for change in patient care needs, policies and processes, etc. with the Clinical Team Manager.
- Assesses the need for ongoing staff education related to changes in current treatments and practices.
- Identifies staff practice/ behavioral issues that impact patient care and team function and consults with the Clinical Team Manager.
- Participates with staff in assessing the need for supplies and equipment repairs and makes recommendation to the Clinical Team Manager.

B. Planning

- Plans and develops patient care assignments and workloads to match skill sets of individual nurses.
- Plans for patient evaluation and assessment of expectation outcomes with members of the multidisciplinary team.
- Assists the Clinical Team Manager in the timely communication of changes affecting client/ patient care delivery.
- Maintains effective communication with other programs/services to support quality care and service delivery.
- Demonstrates an awareness of therapeutic nurse-client relationships i.e. maintains professional boundaries and communication.
- Assists with the planning, implementation and evaluation of the patient care area/unit orientation.
- Participates in assessing the learning needs of staff and collaborates with the Clinical Team Manager and Staff Educators/Staff Development Coordinators to enhance staff's competencies/ capacity.
- Facilitates the implementation of new or revised policies/ protocols, etc.

C. Implementing

- Is a role model in the provision of quality care by following CRNM/ CLPNM nursing standards and adhering to the Vision, Mission, and Values, objectives, policies and procedures to IERHA staff, patient and families.
- Is a resource to the team and liaison with all other staff in provision of patient care.
- Participates on relevant committees, meetings and teams to improve patient care.
- Assists and participates in the learning experience through rounds, interdisciplinary patient care conferences, informal and formal education sessions.
- Assists with communication and follow-up of change management.
- Supports and participates in Risk Management and Quality Improvement programs and promotes Quality Improvement program goals with the team.
- Demonstrated understanding and assumes a leadership role related to issues, trends and changes, which affect patient care and the care team.
- Fosters a team approach to client care delivery.
- Assists staff in the management of client/ patient family issues and/or concerns and reports to the Clinical Team Manager.
- Promotes good interpersonal relationships by modeling professional behavior and best practice and maintains a positive working climate.
- Assists the Clinical Team Manager in identifying the need for changes in current practice and assists with the implementation of required changes based on patient population needs and care requirements in conjunction with standards and guidelines.
- Provides clinical guidance and support to health care team members.
- Promotes safety awareness among staff and utilizes the nursing process to enable the delivery of safe, quality care for all patients.
- Assists staff to collaborate with appropriate health care team members/ clients/ patients and families to plan individualized care plans.
- Provides direct patient care as required by site/ unit operations.
- Communicated patient status concerns to appropriate health care team members in a timely manner.
- Reviews and follows-up with prescribed interventions i.e. diagnostic, consults, etc.
- Assists staff with daily evaluation of patient care goals and modification of interventions.
- Supports staff in advocating for client care needs.
- Maintains current knowledge of client status and notifies the Clinical Team Manager of unusual situations.
- Participates in the development of and promotes adherence to facility unit policies, procedures, protocols and guidelines.
- Coordinates the effective and efficient provision of nursing resources to meet patient needs in the unit including patient assignments.
- Identifies and recommends actions that will improve functioning of the unit.
- Coordinates the effective and efficient discharge and transfer of patients in collaboration with other members of the Health Care Team.
- Contributes to the assessment and evaluation of staff clinical practice.
- Assists the Clinical Team Manager with chart audits and guides the staff in meeting the documentation standards.
- Promotes practices to meet the Accreditation Canada standards

- In the Personal Care Home Program, supports and promotes the meeting of the Manitoba Health Personal Care Home Standards and demonstrates leadership to the team in meeting the requirements

D. Evaluation

- Evaluates the effectiveness of team functions, patient care and services provided.
- Evaluates effectiveness of nursing and multidisciplinary care team interventions.
- Participates in the education for and the evaluation of new products, equipment, technology and system processes to improve patient care delivery.

E. Professional

- Participates in relevant education programs, in-services and workshops to increase professional competency and meet personal needs and goals.
- Seeks appropriate supervision of own actions.
- Participates in planning and implementing changes in a professional manner.
- Practices within the legal guidelines and ethical expectations of the nursing profession.
- Participates in continuous improvement and infection control programs.
- Participates in self-evaluation and contributes to the evaluation of the care team members.
- Provides care in a professional manner consistent with legislation requirements.
- Reports unsafe practice, professional misconduct and incapacity or unfitness to practice of any health care team member through appropriate channels.
- Provides constructive feedback to members of the health care team in a timely and respectful manner.

F. Teaching/ Coaching

- Assist with new staff orientation on all shifts as required.
- Assists nursing personnel in identifying their learning needs and participates in teaching as required.
- Assists in the planning and orientation of new employees.
- Collaborates with the Staff Educators/Staff Development Coordinators in planning, delivering and reinforcing education.
- In collaboration with the team acts as a clinical expert in the orientation and education of health care team members.
- In collaboration with the team acts as a resource and role model for students, colleagues and others.
- Identifies orientation needs of staff and works with the Clinical Team Manager to provide appropriate interventions.
- Facilitates the implementation of new or revised policies/procedures that relate to patient care.
- Contributes to an environment that encourages continuous learning, application of knowledge, critical thinking and application of research.
- Collaborates in the identification of staff readiness for additional responsibilities i.e. preceptor for students/staff, charge duties, etc.
- Assists in identifying client/family education needs and participates in the development of client education materials.

G. Other

- In an emergency situation, performs delegated activities as may be assigned.
- Performs other related duties as assigned.
- Maintains current knowledge of Disaster Plans and appropriate response to Emergency Codes.

Initiative (Independence of Action)

Independent Decision Making

- The Clinical Resource Nurse will demonstrate the ability to recognize own learning needs, orientation to practice needs and take initiative in planning to address these needs.
- The Clinical Resource Nurse will participate in making decisions that result in the delivery of quality care to all patients.
- Day-to-day operation within established policies and practices and in accordance with the requirements of the various collective bargaining agreements and provincial health standards.
- Identifies Continuous Quality Improvement and Risk Management issues.

Reference to Supervisor

- Issues/concerns regarding patient care
- Issues that interfere with effective and efficient unit functioning
- Unusual occurrences including near miss/critical clinical occurrence/critical occurrence (in accordance with IERHA policy)
- Issues or concerns re: colleagues/physician/other health care team members practice
- Breaches related to the Personal Health Information Act and other legislation breaches
- Breaches in patient or unit security
- Issues or concerns regarding equipment malfunction or equipment requirements
- Concerns regarding risk to patient well-being
- Interpretation of Collective Agreements
- Any cost sensitive decisions that would adversely affect budget
- Any safety concerns regarding patient or staff

Financial Responsibilities

- Is cognizant of fiscal realities and works to support sustainability of the healthcare system.

Guidelines for Role

- Documents pertaining to professional standards, ethical guidelines, entry level competencies, provincial regulations, standards of care, and practice guidelines
- Legislation pertaining to Health Care, ie: Personal Health Information Act, Health Care Directives, Canadian Nurses Association Code of Ethics, Public Health Act, Child and Family Services Act, Protection of Persons in Care Act.

Impact of Errors

- Failure to identify own learning needs and failure to build competencies in knowledge, skills, attitude and/or judgment may negatively impact Standard of nursing care received by patients.

Working with Others

Internal Contact	Frequency	Purpose	Form
Interdisciplinary team, ex. but not limited to: dieticians, various therapists (respiratory, physio), pharmacists, public health unit, health care aides, infection prevention and control personnel/ personal care home program/ home care program/ social workers	Daily	To assist team delivery of quality health care.	In person, telephone, written
IERHA staff (clerical, maintenance, dietary, etc.)	As required	To ensure safe environments and coordinated, accessible quality services.	In person, telephone, written.
Clinical Team Manager	Daily	Direction, communication, support and guidance to contribute to planning and development of the unit and its vision and mission	In person, written
Clinical Team Managers within the IERHA	As required	To assist with planning overall safe care for patients; Joint program planning related to Clinical Programs; Sharing and gathering of information related to patient and client service and program needs; Collaborative and interdisciplinary program development and evaluation; plan and co-ordinate staff education and development	In-person, phone, written
Health Records Department	Occasional	Inquiries on individual cases, health records, documentation, and policy issues	Phone, written, in-person
IERHA Directors	As required	Specific cases and regional program issues	In-person, phone, written
Physicians	When required, daily in some cases	Sharing of information, and clinical patient/client care	In-person, phone, written
Quality Improvement, Risk & Patient Safety Team	On-going	To promote continuous quality improvement	In-person, phone, written
VP Acute Care, & Chief Nursing Officer.	As needed	Sharing of information, and clinical patient/client care.	In-person, phone, written
External Contact	Frequency	Purpose	Form
Patients (and their families and friends)	Daily	Ensure principles of family centered model of care are incorporated.	In person, telephone, written.
Outside agencies (hospitals, clinics, service agencies such as Child and Family Services)	As needed	To provide coordinated services and to ensure patient well-being.	In person, telephone, written.
Cancer Care Manitoba/ Renal Manitoba (Nephrologists, Dialysis Nurse)	As needed	To assist team delivery of quality health care	In person, telephone,

			written.
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Physical, Mental and Sensory Demands

- Experiences periods of intense concentration 75% of the time.
- Lifting, carrying, standing, walking 75%-100 % of the time.
- Potential for exposure to communicable diseases.
- Potential for emotional stress related to demands of the working area.

QUALIFICATIONS

EDUCATION/CERTIFICATION:

- Current active registration with the College of Registered Nurses of Manitoba.
- Current certification in BCLS, ACLS and TNCC – for acute care program.
- Current certification in BCLS – for personal care home program.
- Baccalaureate Nursing Degree an asset.
- Certification from the Canadian Nurses Association in a specific nursing area an asset. Ex. emergency nursing.
- In the Personal Care Home program, additional educational preparation and experience in gerontology Nursing and Nursing Leadership is an asset.

REQUIRED KNOWLEDGE:

- Knowledge of the organizations programs, processes, structures and systems.
- Knowledge of the provincial and regional initiatives to enhance patient safety and care.
- Knowledge of the nursing process.
- Apprise of current clinical trends and best practices related to respective clinical areas.

EXPERIENCE REQUIRED:

- Minimum two (2) years recent acute care clinical experience required – for acute care program.
- Minimum two (2) years recent long term care clinical experience required – for personal care program.

SKILLS/COMPETENCIES:

- Has demonstrated consistent in developing and maintain excellent working relationships with a broad range of individual and partner organizations.
- Demonstrates leadership skills and ability.
- Demonstrates ability to work independently and as an effective member of multi-disciplinary team.
- Demonstrates ability to foster an interdisciplinary collaborative environment that supports quality improvement, client interaction and intervention, and staff development and empowerment.
- Self-directed, adaptable, and innovative.
- Is respectful of diversity (e.g., economic and social status, race, cultures, beliefs systems, sexuality).
- Knowledge and respect of various cultures including Aboriginal Cultures and experience in

- working effectively with First Nations people.
- Proficient in computer programs including Microsoft Word, Excel, Power Point, Outlook, Publisher and various databases.
 - Evidence of professional development. ex. new and emerging issues, changing needs of the population, evolving impact of the determinants of health and emerging research.
 - Must possess a dependable, consistent and reliable work record including attendance at work.
 - Understanding of change behavior and developmental theories an asset.
 - Demonstrate ability to engage and collaborate with patients and families to achieve best possible outcomes.
 - Excellent organization, communication, leadership, teaching, and interpersonal skills.
 - Must be willing to travel.
 - Excellent verbal and written communication skills.
 - Good physical, emotional and mental health to meet the demands of the position, physical health requires ability to provide lifts, carries, and transfers on a regular basis.
 - Must be committed to continuing professional development.
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WORK CONDITIONS

- The incumbent functions autonomously on a day-to-day basis and manages assigned duties accordingly.
 - May be required to travel throughout the region as duties may require.
 - No hazardous or significantly unpleasant conditions.
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WORKPLACE SAFETY AND HEALTH

The incumbent contributes to making the organization safe for clients and staff and recognizes the importance of reporting unsafe situations and participating in follow up reviews as a learning opportunity.

- Provides a safe environment by ensuring the adherence to Workplace Safety and Health regulations and Policies and Infection Control Guidelines. Obeys all safety and health rules and follow recommended Safe Work Procedures. Informs supervisor of any unsafe acts, work conditions, incidents, near misses, injuries or illnesses immediately.
- Demonstrates a working knowledge of Workplace Hazardous Materials Information Systems described in Material Safety Data Sheets (MSDS). Uses personal protective equipment as required.
- Demonstrates understanding of role and responsibilities in fire prevention and disaster preparedness and participates in safety and health training programs including the health facility's Fire, Disaster and Evacuation Plan.

PATIENT SAFETY

- Participates and demonstrate an understanding of patient safety principles and practices into all day to day activities. Follow all safe work practices and procedures and immediately communicated any activity or action which may constitute a risk to patient safety.
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Created: _____
Date

Revised: _____
October 12, 2016
Date

Approved by: _____
Regional Manager/ Supervisor _____
Date

Approved by: _____
Vice President/ CEO _____
Date

Reviewed by: _____
Vice President, Human Resources _____
Date

Position descriptions assist organizations in ensuring that the hiring process is fairly administered and that qualified employees are selected. They are also essential to an effective appraisal system and related promotion, transfer, layoff, and termination decisions. Well constructed position descriptions are an integral part of any effective compensation system.

All descriptions have been reviewed to ensure that only essential functions and basic duties have been included. Peripheral tasks, only incidentally related to each position, have been excluded. Requirements, skills and abilities included have been determined to be the minimal standards required to successfully perform the position. In no instance, however, should the duties, responsibilities, and requirements delineated be interpreted as all inclusive. Additional functions and requirements may be assigned by supervisors as deemed appropriate.