

I. DESCRIPTION OF WORK

Positions in this banded class provide consultative work to a variety of audiences, including public health, utilization review and review of health care delivery systems. Incumbents of these positions typically provide expert advice and consultation within the areas assigned. They may provide technical expertise and guidance in assessing, developing and implementing educational and research materials to meet nursing practice needs.

II. ROLE DESCRIPTIONS BY COMPETENCY LEVEL

Contributing	Journey	Advanced
<p>Under close supervision, positions in this class participate in consultation activities, which may include surveying, inspecting and monitoring. They function as skilled practitioners and case managers where the caseload is characteristically more complex, unstable, requiring in-depth assessment, diagnostic procedures, and nursing intervention and may be referred by other nursing staff. They may perform consultant activities in one segment of an assigned program.</p>	<p>Positions at this level typically independently perform their functions in an assigned geographic region or an inpatient facility. Positions at this level provide specialized nursing services, and may be found in such areas as Public Health, Utilization Review, Eye Care and Nursing Education Instruction, Infection Control, Performance Improvement, Risk Management, Recruitment and Retention and Nursing Administration. They typically spend the majority of their time performing independent functions assigned, research, planning and implementing programs, rather than direct care nursing.</p>	<p>Positions at this level typically independently perform their functions in an assigned geographic region or central office environment, and provide some supervision and oversight. They assess, plan, implement and evaluate health care services for a broad dispersed geographic area which may encompass a variety of health issues and cultural differences or a significantly high risk and costly patient group. They may be responsible for selecting and training new staff, and guiding and mentoring staff. They may also participate in program planning, policy making and the development of system-wide nursing standards and procedures as well as nursing and medical staff training within their specific area of specialization. In a research environment, positions at this level may provide care, administer medication and record data in accordance with research study protocols. Research positions may also serve as primary coordinators of research studies or clinical trials. These positions may directly supervise licensed and unlicensed staff, either nursing or others.</p>

III. COMPETENCIES

Competency	Definition
Knowledge - Professional	Knowledge of professional nursing theory, techniques, practices and procedures; considerable knowledge of medical terminology, disease process and body systems, current clinical diagnostic procedures and treatments and skills in applying these knowledges in a review; general knowledge of state and federal rules and regulations governing financial reimbursement; general knowledge of professional nursing care practices and principles across the nursing continuum.
Critical Thinking	Ability to assess and interpret medical and clinical information from a patient chart. Ability to evaluate a plan of nursing intervention to meet the needs of individual patients. Ability to make accurate decisions based upon the review of medical records. Ability to make recommendations for improvements in nursing services.
Consulting/Advising	Ability to provide advice and counsel. Ability to understand patient programs, organization and culture.
Client/Customer Service	Ability to develop and maintain professional relationships with patients, their families and staff by listening, understanding and responding to identified needs.
Coaching/Mentoring	Knowledge of teaching and consulting techniques. Ability to provide guidance and feedback to help patients, their families and staff to strengthen their understanding of and capacity to deal with health issues.
Communication	Ability to establish and maintain effective communications and work relationships with Physicians, health care personnel, patients and families, agencies directing review programs, and others. Ability to convey information clearly and concisely either verbally or in writing regarding the disease process, level of care and services being rendered to ensure that the intended audience understands the information and the message. Ability to listen and respond appropriately to others.

Note: Not all competencies apply to every position/employee; evaluate only those that apply. Competency statements are progressive.

IV. COMPETENCY STATEMENTS BY LEVEL

Knowledge – Professional

Knowledge of professional nursing theory, techniques, practices and procedures; considerable knowledge of medical terminology, disease process and body systems, current clinical diagnostic procedures and treatments and skills in applying these knowledges in a review; general knowledge of state and federal rules and regulations governing financial reimbursement; general knowledge of professional nursing care practices and principles across the nursing continuum.

Contributing	Journey	Advanced
<p>Knowledge of unit organization and standard operational procedures. Knowledge of basic nursing principles and techniques for medical, surgical and mental health practices. This includes the nursing process (assessment, planning, implementing and evaluation), medication administration, patient education and emergency care. Basic knowledge of principles and practices of state and federal standards, certifying and accrediting bodies, guidelines, and regulations applicable to area of assignment.</p>	<p>Ability to lead a team; skill in delegation and making assignments. In-depth knowledge of disease process, medical terminology, and diagnostic data. Working knowledge of managed care guidelines. Working knowledge of principles and practices of state and federal standards, certifying and accrediting bodies, guidelines, and regulations applicable to area of assignment. Working knowledge of adult learning principles and teaching techniques. Working knowledge of performance improvement principles.</p>	<p>In-depth knowledge of disease processes and the complexities of monitoring responses to therapies and treatment. In-depth knowledge of one or more recognized chronic diseases and the ability to analyze, interpret and report laboratory data and effect change in plan of care. Knowledge of good supervisory practices and skill in supervising others, including communication skills, how to deal effectively with difficult people, how to evaluate performance and to conduct disciplinary actions. Advanced knowledge of principles and practices of state and federal standards, certifying and accrediting bodies, guidelines, and regulations applicable to area of assignment. General knowledge of principles and practices of applicable State and Federal laws, business, finance, physician services, nursing, pharmacy, sanitation, diagnostic services, and/or patient activity programs.</p>

Basic knowledge - The span of knowledge minimally necessary to complete defined assignments.

Working knowledge - The span of knowledge necessary to independently complete defined assignments to produce an effort or activity directed toward the production or accomplishment of the research objective.

Full knowledge - The broad scope of knowledge demonstrated on the job that is beyond journey competencies.

Critical Thinking

Ability to assess and interpret medical and clinical information from a patient chart. Ability to evaluate a plan of nursing intervention to meet the needs of individual patients. Ability to make accurate decisions based upon the review of medical records. Ability to make recommendations for improvements in nursing services.

Contributing	Journey	Advanced
Ability to gather, compile, and perform preliminary analysis on data. Ability to conduct on-site surveys or program audits (in area of expertise), individual surveys, or investigation of complaints.	Ability to analyze, review, and evaluate data for compliance with applicable standards. Ability to identify current problems, report potential problems, and assess the medical appropriateness, quality, and necessity of care given. Ability to survey or certify that delivery of service complies with state licensure, and/or appropriate State and Federal regulatory requirements.	Ability to analyze, interpret, evaluate, infer, explain and present rationales. Ability to engage in self reflection and collegial dialogue about professional practice. Ability to evaluate nursing care outcomes through the acquisition of data and the questioning of inconsistencies, allowing for the revision of actions and goals. Ability to resolve unusual problems encountered in the delivery of service.

Consulting/Advising

Ability to provide advice and counsel. Ability to understand patient programs, organization and culture.

Contributing	Journey	Advanced
Ability to consult with physicians and other health care members regarding treatments and procedures rendered and the documentation of care.	Ability to provide consultation and advice on all levels of patient acuity and medical missions with facility/region. Ability to be a resource for all employees assigned area of specialization.	Ability to work with specialty contractors/Physicians, other agencies, vendors and research sponsors regarding significant high risk, costly patient group.

Client/Customer Service

Ability to develop and maintain professional relationships with patients, their families and staff by listening, understanding and responding to identified needs.

Contributing	Journey	Advanced
<p>Ability to establish appropriate continuing care referrals based on severity of illness, appropriateness and intensity of clinical support services provided. Ability to approach job as an opportunity to assist the facility in improving systems and processes. Ability to use a friendly, informative, helpful and non-punitive approach. Ability to provide services in a timely manner.</p>	<p>Ability to provide guidance and assistance. Ability to work in partnership with facilities/supervisory and management staff, and outside organizations, in planning, scheduling and providing services.</p>	<p>Ability to develop a professional relationship with patients/families while assisting them in living with potentially life-threatening diseases. Ability to work with staff to update/revise processes to improve patient outcomes in high risk, high/low volume interventions. Ability to coordinate and collaborate with patients, staff and outside agencies.</p>

Coaching/Mentoring

Knowledge of teaching and consulting techniques. Ability to provide guidance and feedback to help patients, their families and staff to strengthen their understanding of and capacity to deal with health issues.

Contributing	Journey	Advanced
<p>Ability to provide patient and family education on disease processes, treatment and self-care. Ability to instruct subordinate staff on patient care and daily routines.</p>	<p>Ability to effectively teach nursing staff through orientation and on-the-job training. Ability to precept subordinate staff on patient care and daily routines. Ability to provide support and assistance to peers/co-workers.</p>	<p>Ability to provide instruction to nursing and medical staff on disease processes, treatment, care, etc. regarding their case load.</p>

Communication

Ability to establish and maintain effective communications and work relationships with Physicians, health care personnel, patients and families, agencies directing review programs, and others. Ability to convey information clearly and concisely either verbally or in writing regarding the disease process, level of care and services being rendered to ensure that the intended audience understands the information and the message. Ability to listen and respond appropriately to others.

Contributing	Journey	Advanced
<p>Ability to communicate medical information to patients/clients/families at all levels of understanding using layman's terms. Ability to explain to patient/client/families prior to and during the performance of a procedure.</p> <p>Ability to communicate with facility staff in a manner conducive to performance improvement. Skill in observing behavior and mannerisms. Ability to actively listen.</p>	<p>Ability to use interview techniques that assist the patient/client in describing his/her symptoms and assist in discerning the situation, using a systems approach. Ability to communicate information to patients, families and staff in a concise and descriptive manner, verbally, in writing, or by demonstration. Ability to document subjective and objective data, action taken and plan of care. Ability to effectively communicate to students in a manner to meet the individual learning needs. Ability to engage in public speaking. Ability to communicate through use of various technologies.</p>	<p>Knowledge of advanced communication techniques to both patients and families, as well as specialty Physicians, other agencies, vendors, and research sponsors. Skill in observing behavior and mannerisms. Ability to actively listen. Ability to communicate with patients dealing with potential life threatening diseases. Ability to determine the most effective method of communication (e.g., type of speech delivery, visual aids, etc.)</p>

V. MINIMUM TRAINING & EXPERIENCE

Licensed to practice as a Registered Nurse in the State of North Carolina and two years of experience in the area of specialization.

Note: This is a generalized representation of positions in this class and is not intended to identify essential work functions per ADA. Examples of competencies are primarily those of the majority of positions in this class, but may not be applicable to all positions.