



Department:	Administration
Job Title	Education Manager
Reports to	Director of Clinical Services

Type of position:	Status:	Notes:
<input checked="" type="checkbox"/> Full-time	<input checked="" type="checkbox"/> Exempt	
<input type="checkbox"/> Part-time	<input type="checkbox"/> Nonexempt	
<input type="checkbox"/> Per Diem		
<input type="checkbox"/> Zero		

Reviewed by:	Title:	Date:
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POSITION SUMMARY

Provides direction and coordination of the clinical educational activities for the organization for all members of the IDG team. Responsible for the implementation of clinical education and any programs to further the professional development of the team. Responsible to achieve efficiency and effective delivery of patient care resulting in positive patient outcomes through the implementation of clinical standards and education. Ensures organizational compliance with any State and Federal regulations relating to employee clinical education i.e. OSHA and HIPAA.

ESSENTIAL DUTIES (LISTED IN NO PARTICULAR ORDER)

- Acts as resource to staff.
- Manages educational content in Relias and assigns to clinical staff as appropriate.
- Partners with QAPI RN to support quality projects and initiatives.
- Assure federal, state, and local regulations are met through educational quality improvement activities.
- Works closely with Director of Clinical Services and QAPI to develop and implement activities designed to improve patient outcomes and maintain standards of care.
- Maintains current knowledge in best practices related to hospice care including patient safety and infection control standards.
- Communicates with the Director of Clinical Services and QAPI RN regarding identified trends of deficiencies related to the Medicare Conditions of Participation, clinical care, and documentation.
- Collaborates with the Director of Clinical Services, QAPI RN, and clinical staff in resolving complex clinical issues.
- Collaborates with administrative and clinical staff in the correction of deficiencies.
- Participates in the initial orientation of the clinical staff regarding Medicare Conditions of Participation and relevant requirements for care and documentation.
- Continues to review and develop clinical employee orientation programs in collaboration with HR and other clinical department employees serving on the education committee.
- Schedules new employee orientation for new staff and ensures new staff are prepared with the necessary skills and knowledge to succeed in their role. Provides mentorship to new staff during the first six months of employment.
- Assures that educational goals related to patient outcomes are achieved and sustained.
- Audits documentation and clinical processes and recommends training and/or performance improvement projects the Director of Clinical Services, as needed, to continually improve clinical excellence and maintain regulatory compliance.
- Educates staff to expectations of appropriate documentation in collaboration with the supervisor of clinical Informatics.

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<ul style="list-style-type: none"> • Collaborates with Director of Clinical Services and the marketing manager for the creation and facilitation of educational offerings for the community, the facilities we serve. • Acts as a presenter for above educational offerings. • Provides education regarding standards of practice and quality patient care. • Tracks education hours for staff and ensures each staff member meets their annual education requirements, including annual compliance. • Create study and training opportunities for clinical staff pursuing hospice certification. • Demonstrates behavior supportive of the mission and values of Hospice Alliance and displays behaviors consistent with the Hospice Alliance CARE model. • Oversees and directs the clinical education team members • Be a part of the On-call Supervisor (OCS) rotation. This may entail providing patient care when needed. • Acts as resource to admission staff including directly managing day to day in conjunction with the admissions coordinator, and assisting with questions regarding patient eligibility. • Other duties as assigned. 	
EDUCATION, LICENSING AND CERTIFICATION REQUIREMENTS	
<ul style="list-style-type: none"> • Registered Nurse in the State of Wisconsin, BSN preferred • CHPN certified within one year of accepting position. • CPR certified. • Valid driver's license, automobile and auto insurance for travel within service area. 	
EXPERIENCE AND SKILLS	
<ul style="list-style-type: none"> • In Depth knowledge of Hospice principles and standards of Care • In depth knowledge of Hospice regulations and Medicare Conditions of Participation. • A minimum of two years' experience working in an educational role. • Ability to speak comfortably to small and large groups of people to deliver and facilitate training/educational programs. • Knowledge of how to use and set up technology used to present training i.e. computer aids and portable projector. • Good working knowledge of Microsoft Office products i.e. PowerPoint, word, outlook and excel. 	
PHYSICAL DEMANDS AND WORK ENVIRONMENT	
<ul style="list-style-type: none"> • Intermittent physical activity including walking, standing, sitting, lifting and supporting patients. • Exposure to blood borne pathogens, viruses, infectious diseases. • Work is performed primarily in an office setting but some travel via automobile is required. Travel may occur in inclement weather. • Frequent use of a computer and other office equipment. 	

Employee Acknowledgment: I have received a copy of my job description and understand the duties and responsibilities of the position.

Employee

Date

Human Resources

Date