

Nurse Consultant

DESCRIPTION OF WORK: Positions in this banded class are characterized by the performance of 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.

EXAMPLES OF COMPETENCIES:

CONTRIBUTING:

- **Technical Knowledge:** 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.
- **Consulting/Advising.** Ability to provide patient and family information on services provided by the organization, and policies and procedures of the organization. Ability to guide and counsel subordinate staff on daily routines.
- **Critical Thinking:** 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.
- **Client/Customer Service:** 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.
- **Coaching/Mentoring:** 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.
- **Communication:** 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. Ability to communicate with facility staff in a manner conducive to performance improvement. Skill in observing behavior and mannerisms. Ability to actively listen.

JOURNEY

- **Technical Knowledge:** 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.
- **Consulting/Advising.** Ability to provide feedback and guidance/counsel to nursing staff on care rendered to patients.
- **Client/Customer Service:** 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.
- **Coaching/Mentoring:** 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.

- **Critical Thinking:** Ability to independently implement the nursing process (assess, plan, implement and evaluate) to meet patient needs. Ability to base judgments on facts and reasoning. Ability to be open-minded, organized and systematic, and inquisitive. Ability to be reflective and self-monitoring. Ability to be creative. Ability to demonstrate discernment of patient complaints.
- **Communication:** 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.

ADVANCED

- **Technical Knowledge:** 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.
- **Consulting/Advising:** Ability to answer questions from the nursing and medical staff or provide consultation on disease processes, treatment, care, etc. Ability to counsel and advise staff regarding conduct and job performance.
- **Critical Thinking:** Ability to manage complex dilemmas. Ability to anticipate, recognize and respond to potentially problematic situations.
- **Client/Customer Service:** Ability to develop a professional relationship with patients/families while assisting them in living with potentially life-threatening diseases. Ability to coordinate and collaborate with patients, staff and outside agencies.
- **Coaching/Mentoring:** Ability to provide instruction to nursing and medical staff on disease processes, treatment, care, etc. regarding their case load.
- **Communication:** 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.

MINIMUM TRAINING AND EXPERIENCE: Possession of a current North Carolina license to practice as a Registered Nurse and two years experience in the area of specialization.

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