United Methodist Communities

Nurse Mentor

Using Manager Performance Review Template Template

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| First Name | xxxxx |
| Last Name | xxxxx |
| Position Code | 0114 |
| Position Name | Nurse Mentor |
| Department Code | 6010 |
| Department Name | Health Care |
| Facility Name | Bristol Glen |
| Manager Name | xxxxx |
| Employee Number | xxxxx |
| FLSA status | xxxxx |
| EEOC | xxxxx |

Total Weight = 100%

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| **POSITION SUMMARY** |

* Identifies, promotes and models person-directed care.  Views Health Care Center as the resident’s home and works to create attributes of “home”.  Understands the importance of consistency of caregivers for residents.  Facilitates residents and household team members in shared problem solving, decision making and planning.  Participates in problem solving complex medical/psychosocial situations related to resident choice and risk. Maintains working relationship with physicians and other clinical partners in support of quality clinical care in the households. Provides leadership, knowledge and skills to associates in the household for the provision of resident directed, high quality nursing care, assuring that the household has the needed resources (community links, materials, supplies, skills and knowledge) to be successful in the household. Fosters collaboration, consensus and negotiation to address problem solving in the household. Interprets and communicates resolutions to residents/responsible parties and household associates. Guides the implementation of clinical policies and procedures which ensure safe, sanitary and efficient practices supporting professional nursing care standards. Assure that documentation, medication administration, nursing directed care, safety and sanitation, RAI process, materials management, CQI and resident rights are in compliance with community standards for the household and regulatory practices.

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| **RISK RATING** |

* Medium

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| **MISSION, VALUES AND BEHAVIORAL EXPECTATIONS** |

* **Support, uphold and maintain the mission and** values of the United Methodist Communities and promote the Communities in a positive manner in all interactions within and outside the community. Demonstrate loyalty to and pride in the community, its associates, residents and guests.
* **Respect and safeguard the confidentiality of information** including HIPAA, regarding residents, associates and guests.
* **Project a professional and caring** demeanor when interacting with residents, family members, guests and associates.
* **Maintain a clean, neat and orderly environment.** Use equipment, supplies and other materials in a responsible and cost effective manner.
* **Demonstrate teamwork** when interacting with other associates throughout the organization. Show respect for self and others in language, dress and behavior.
* **Initiate prompt and appropriate action/follow-up** to problems and issues.
* **Anticipate needs of residents, guests and associates in a proactive fashion;** seek to meet the needs promptly and courteously.
* **Welcome suggestions and new ideas as an opportunity** to learn, grow and improve services.

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| **POSITION REQUIREMENTS** |

* **Minimum Education:**
  + Graduate of an approved school of nursing.
  + Currently licensed as a RN in good standing with the NJ Board of Nursing.
* **Preferred Education:**
  + Experience in Person Centered Care Households.
* **Minimum Applicable Experience:**
* **Preferred Applicable Experience:**
  + Previous experience with MDS and geriatric residents desirable.
* **Minimum Professional Membership, Licensure, Certifications:**
  + Current CPR Certification
  + I.V. Certification
* **Preferred Professional Membership, Licensure, Certifications:**
* **General Working Conditions:**
  + Typical Office environment.
* **Physical Demands:**
  + Physical Requirements Form: Medium Work Requirements
* **Knowledge, Skills and Abilities:**
  + Must be able to read, write, speak and understand the English language.
  + Must possess excellent written and oral communication skills and the ability to communicate effectively with all levels of personnel and external customers.
  + Must be able to work as a team player and collaborate with community and senior leadership in a matrix organizational structure.
  + Must possess good judgement and excellent problem-solving skills.
  + Must demonstrate excellent interpersonal skills.
  + Must demonstrate strong organizational skills and the ability to multi-task.
  + Must demonstrate excellent analytical abilities and be able to respond to inquiries and concerns from associates, residents and other customers or members of the community.
  + Must demonstrate the values and mission of United Methodist Communities.
* **Machines, Tools, Equipment, Electronic Devices, Computer Software, etc. use:**
  + Ability to operate a motor vehicle in accordance with company policy.
  + Ability to use common office equipment such as: telephone, fax machine, computer and copier.
  + Computer programs including MS Office and Outlook.

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| **PHYSICAL REQUIREMENTS** |

* **Position Physical Requirements:**
  + Lifting no more than 35 pounds at a time with frequent lifting or carrying of objects weighing up to 25 pounds. If someone can domedium work, we determine that he or she can also do sedentary and light work.
* **Number of hours per day, based on a 7.5 or 8 hour full time equivalent day, associate is required to be able to:**
  + Sit: 3
  + Stand: 1.5
  + Walk: 3.5
  + Drive: 0
* **Associate is required to:**
  + Lift 1-10lbs - Frequent (67%-100%)
  + Lift 11-25 lbs - Frequent (67%-100%)
  + Lift 25-35 lbs - Occasional (34%-66%)
  + Lift more than 35 lbs with assistance or device to max lift of 35 lbs per person - Infrequent (1%-33%)
  + Carry 1-10 lbs - Infrequent (1%-33%)
  + Carry 11-25 lbs - Infrequent (1%-33%)
  + Carry 25-35 lbs - Never
  + Carry more than 35 lbs with assistance or device to max lift of 35 lbs per person - Occasional (34%-66%)
  + Push/Pull - Occasional (34%-66%)
  + Climb/Balance - Occasional (34%-66%)
  + Stoop/Squat - Occasional (34%-66%)
  + Kneel - Occasional (34%-66%)
  + Twist/Pivot - Occasional (34%-66%)
  + Bend - Occasional (34%-66%)
  + Reach above shoulders - Infrequent (1%-33%)
  + Grasp objects - Occasional (34%-66%)
  + Manipulate small objects - Occasional (34%-66%)
  + Crawl - Infrequent (1%-33%)
  + Move machinery - Never
  + Do repetitive hand movement - Never
  + Do repetitive foot movement - Occasional (34%-66%)
* **Other:**
  + Fit Test Required for use of Respirator

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| **JOB HAZARD ASSESSMENT RISK & PPE USE FOR COVID-19** |

* Risk Rating - Very High

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| **PERFORMANCE REVIEW INSTRUCTIONS** |

* The Associate Performance Review has three components:
  + **Mission, Values and Behavioral Expectations**Review the observations you made of the associate’s work behavior throughout the entire past year. Use your notes to help you rate how frequently the associate exhibited each of the behaviors which demonstrate UMC’s values of compassion, respect, stewardship and service.
  + **Key Results Accomplished Based on Job Description**Select up to four key results and their metrics from the associate’s job description and copy them into the table provided. For each, rate whether the associate exceeded, met, or did not meet expectations for accomplishing the key results required as part of his or her job.
  + **Developmental Goals**First, ask the associate to suggest up to three goals that he or she will strive to achieve during the upcoming year. The goals should be linked to current job activities, behaviors that support our mission and values, or new skills that could enhance the associate’s future potential at UMC NJ. Second, if the associate’s goals are reasonable and achievable you may use them, revise them or agree to alternate goals. After you have discussed and agreed to the goals, use the space provided to list the goals, the specific activities required to achieve them, and the expected completion date.

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| **PERFORMANCE RATING KEY FOR MISSION, VALUES AND BEHAVIORAL EXPECTATIONS** |

* **Always/Almost Always** (more than 80% of the time)
* **Often** (much more than half the time, e.g. 61-80% of the time)
* **Occasionally**  (about 36-60% of the time)
* **Rarely** (much less than half the time, e.g. 20-35% of the time)
* **Never/Almost Never** (less than 20% of the time)
* **Not Rated** (don’t know, not applicable, not enough information)

25%

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| **MISSION, VALUES, AND BEHAVIORAL EXPECTATIONS** |

* The UMC mission is compassionately serving in community so that all are free to choose abundant life. Our vision is growing through creativity, innovation and gracious hospitality. Our key values are compassion, respect, stewardship and service. All associates are expected to behave in ways that support, uphold and maintain the mission, vision and values as well as the strategic goals of UMC.   
    
  **Compassion: Demonstrating love in our daily interactions**
  + Is welcoming and easily approachable; hospitable.
  + Focuses on the needs of residents, family members and/or other UMC associates; anticipates their needs and responds promptly to meet them.
  + Shares ideas and information willingly; listens attentively; displays understanding, empathy and sensitivity when communicating with others.
* **Respect: Seeing and valuing sacred worth**
  + Respectful, courteous and non-judgmental toward all persons regardless of their beliefs, background, age, gender, ethnicity, etc.
  + Follows through and keeps commitments. Dependable; can be trusted to do the right thing.
  + Takes responsibility for own actions; doesn’t get defensive or blame others for mistakes.
  + Adheres to compliance standards; upholds all applicable laws, rules and regulations affecting the organization.  Upholds legal and regulatory privacy and security standards including HIPAA.
  + Maintains acceptable attendance and punctuality. Provides proper notice of foreseeable problems.
* **Stewardship: Faithfully managing the resources entrusted to us**
  + Uses money, supplies, equipment and other materials in a cost-effective manner; maintains a clean and orderly environment; avoids wasting resources.
  + Open to change; finds more effective ways of doing things. Supports organizational initiatives; improves processes.
  + Accepts suggestions and new ideas as opportunities to learn, grow and improve own performance.
  + Completes all assigned education in a timely manner.
  + Works efficiently; manages time well and meets deadlines.
* **Service: Finding joy in caring**
  + Projects a positive, enthusiastic attitude in their work.
  + Takes initiative to serve others; goes “above and beyond”. Finds ways to recover and “make things right” when needed.
  + Serves, supports and communicates with other associates to accomplish common tasks and reach goals; a cooperative team member.
  + Completes assignments thoroughly and correctly with appropriate supervision. Maintains high work quality, even under pressure.
  + Displays a clear understanding and ability to perform the assigned job responsibilities.  Learns new skills and acquires needed knowledge.

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| **PERFORMANCE RATING KEY FOR ESSENTIAL FUNCTIONS** |

* 5 - Achieved the best possible results (exceeded all expectations)
* 3 - Achieved expected results (met expectations)
* 1 - Did not achieve expected results (did not meet expectations)

25%

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| **ESSENTIAL FUNCTIONS** (Specific Tasks/Duties) |

* Reviews care plans.
  + **Why/In Order To**
    - To ensure plan reflects residents’ current condition and ensure appropriate care is outlined.
  + **How Measured**
    - MDS, survey
* Implement, coaches and monitor the clinical documentation process in the Household.
  + **Why/In Order To**
    - Ensure compliance with professional standards.
    - To ensure the documentation is complete.
  + **How Measured**
    - Survey, QA Audits
* Manages the household budget and staffing plan for household
  + **Why/In Order To**
    - Maintains good stewardship of available resources.
    - Ensure adequate staff to provide care.
  + **How Measured**
    - Budget reports
    - EWR report
* Participates in assessing, planning, implementing and evaluating nursing care; participates in direct nursing care (i.e. med management, treatment, ect.) when warranted (i.e. staffing compromised)
  + **Why/In Order To**
    - To maintain the nursing process in providing care.
    - Provides for the emotional and physical support and safety of the residents and their families.
  + **How Measured**
    - Survey
    - Nursing rounds and chart review
* Attends community meetings and completes in-service training programs timely.
  + **Why/In Order To**
    - Seeks opportunity to learn for personal growth.
  + **How Measured**
    - Relias reports, attendance records of meetings
* Responsible for completion of COMS Assessments within the Household on assigned residents as warranted.
  + **Why/In Order To**
    - To decrease re-hospitalizations.
  + **How Measured**
    - Re-hospitalization report
* Models person-centered care leadership by:  Ensuring that others are providing medical treatment in a manner that honors residents’ preferences and individuality.  Demonstrates strong commitment to the highest clinical outcomes. Maintains a collaborative relationship with Household team. Provides help to other Household team associates as needed. Participates in all Nurse Mentor leadership meetings offering input and feedback. Attends and participates in Neighborhood Council. Observes for minor maintenance (such as cleaning a toilet) and delegates these tasks. Ensures work orders are completed for maintenance as needed. Identifies and responds to safety concerns of residents and associates in the Household. Participates and assist with the daily activities of the Household (i.e. assist with serving of meals, toileting, etc.). Coordinate work with Household team to ensure the housekeeping needs of the Household are met within the staffing resources of the Household. Responsible for daily review of reports: 24 hour report, census, PPD, incidents and accidents. Lead daily circles with associates within the Household to ensure continuity of care as needed.
  + **Why/In Order To**
    - To make sure the Household is following the person centered care philosophies and not reverting to a traditional model of nursing home care.
  + **How Measured**
    - Resident Satisfaction Surveys and interviews
    - Resident/ Family/Associate satisfaction
    - Job performance evaluation
    - Environmental rounds, Big Foote CMMS reports
    - Risk reports
    - Workers’  compensation reports
    - Household rounds
    - QAPI
* Assist with the interviewing, selection, and orientation of new team members assigned to the Household. Schedule adequate licensed nursing associates for the Household. Assigns, delegates, supervises and evaluates licensed nursing associates, as well as others involved in the Household team.
  + **Why/In Order To**
    - To ensure the right associate fit for the Household.
  + **How Measured**
    - Associate and resident satisfaction survey
    - ARD reports
    - Staffing reports
    - Resident satisfaction interviews and reports
* Monitors Household restorative and rehabilitation needs of residents.
  + **Why/In Order To**
    - To ensure residents are stabilized or progressing in ADL’s
  + **How Measured**
    - QM reports

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| **NON-ESSENTIAL FUNCTIONS** |

* Perform other duties as assigned or as responsibilities dictated.

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| **MATRIX REPORTING RELATIONSHIPS (If applicable)** Please click on “Response” to enter your comments**:** |

* If this position has a cohort reporting relationship to another individual, that person should use this space to respond to the following.
  + Does this individual take direction and follow through on initiatives assigned by the Cohort Supervisor? Explain.
  + Describe this individual’s judgement and assessment when confronted with obstacles or challenges.  Does this individual seek counsel and advice from the Cohort Supervisor?
  + Does this individual take advantage of opportunities to expand their expertise by staying current on “best practices”, attending training and conducting research when necessary?

50%

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| **STAFF MANAGEMENT** |

* ***If the associate being appraised does not have direct reports, please check 'N/A' for all questions in this section.***
* **Compassion**
  + Provides ongoing feedback and mentoring to and development of associates.
* **Respect**
  + Encourages collaboration, communication and teamwork within and across departments.
* **Service**
  + Motivates and inspires associates to reach high levels of performance.
* **Stewardship**
  + Communicates clear performance expectations and holds associates accountable for meeting them.
  + Promotes UMC initiatives; supports and helps associates understand the need for change.
* Where supervisor’s performance did not meet expectations, please explain how it fell short and what should be done differently in the future.

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| **GOALS** |

* Did associate meet any development goals assigned during this cycle?

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| **JOB DESCRIPTION ACKNOWLEDGEMENT** |

* I have reviewed this position description and understand the performance standards that are expected of me. I understand that nothing in this job description restricts management’s right to assign or reassign duties and responsibilities to this job at any time as needed. I also understand that this job description in no way constitutes an employment contract and that I am employed at-will.

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| **SIGNATURE** |

* **Associate signature does not necessarily indicate agreement but acknowledges that the appraisal has been discussed with associate.**