



37.5 Hrs.	Nurse Advocate	Job Description	
Direct Report	Elder/Human Services Administrator	Grade	G \$55,376 - \$68,854
Department	Public Services	FLSA	Non-Exempt
Division	Elder/Human Services	Bargaining Unit	Non- Union
Date	August 2015	Location	Pleasant Street Senior Center

Summary

The Nurse Advocate (NA) position will utilize nursing knowledge and skills to advocate, provide and promote programs and services to meet the health needs of Reading residents age 60 and over. In addition, the NA will provide human services for residents of all ages in the community.

Essential Functions

Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

1. Assume the primary roles of health educator, personal health counselor and health advocate when necessary, supporting the resident's perspective during the planning deliberation and execution of healthcare decisions.
2. Assess residents referred to the program, evaluating their health, safety, and support system as well as their level of understanding and ability to manage their health needs. Referrals are expected from seniors and their families and friends, community agencies, hospitals, nursing homes, and health care providers.
3. Provide residents, including seniors and their caregivers, information and education about health and community resources, and health management pertinent to their unique needs.
4. Encourage development of goals and advanced planning for future health needs.
5. Counsel clients in health insurance needs; SHINE (Serving Health Insurance Needs of Elders) based outreach
6. Collaborate with the residents, such as seniors and their support systems, to promote and plan for health goals and continuity of care.
7. Support the client's ability to self-advocate, advocate on their behalf when necessary, interface with support system including family, community agencies, health providers and other caregivers when necessary.
8. Develop and provide a protocol for clients including ongoing monitoring to ensure that needs are met especially during times of crisis or unexpected need.
9. Develop protocol on prioritizing services if necessary.
10. Maintain records on clients served including assessments, goals, plans of care, coordination with other providers, follow up and outcomes.
11. Maintain knowledge of community resources available within the Town government and in the community at large. Explore and evaluate new service programs and resources.
12. Promote awareness of the Nurse Advocacy Program within the community, among other providers. Seek opportunities to identify clients who would benefit from services especially those without a support system.
13. Provide educational information and workshops for clients and caregivers to promote wellness and proactive health planning.
14. When appropriate, collaborate closely with the Town's Case Manager sharing work and information as appropriate to assist with special program applications, referrals, etc. Also collaborate with other Town staff as well as other community partners
15. Maintain knowledge of nursing through continuing education, professional memberships, meetings and development.
16. Attend staff meetings, trainings, and professional development seminars.



Peripheral Duties

- 1. Serves on employee committees as required

Supervisory Responsibility

- 1. This position may be responsible for supervision of other departmental staff as requested by the Administrator or Director.

Competencies

Geriatric Home Health Care	Effective Decision Making	Crisis Management
Personal Effectiveness	Credibility / Confidentiality (HIPPA Laws)	Thoroughness
Collaborative Skills	Communication Proficiency	Flexibility

Work Environment

This job operates in a professional office environment. This role routinely uses standard office equipment such as computers, phones, photocopiers, fax machines and utilizes the typical office storage equipment such as file cabinets, shelving, desks, etc. This position also requires field work which may include visits to people’s homes; including some which are potential hazards.

Physical Demands

This is largely a sedentary role; however, some filing is required. This would require the ability to lift files, open filing cabinets and bend or stand as necessary. The employee is occasionally required to use hands to finger, handle, feel or operate objects, tools or controls; reach with hands and arms. Employee may be required to assist clients as they walk or sit.

This position requires the employee to occasionally lift and or move up to 25 lbs. Specific vision abilities required by this job include close vision and the ability to adjust and focus. The employee may occasionally be exposed to exceptionally dirty and odoriferous environments.

Work Hours

This is a full time position with typical 37.5 hours per week. 8:30 AM to 4:30 PM Monday through Friday. May involve some adjustment to schedule for some evening work.

Minimum Qualifications

- 1. Bachelor’s Degree in nursing and RN licensure
- 2. Two (2) years of related experience in geriatrics and community/home health care or closely related field.
- 3. CPR certification
- 4. Any equivalent combination of education and progressively responsible experience, with additional work experience substituting for the required education on a year for year basis.

Additional Knowledge, Skills and Abilities:

1. Working knowledge of the principle practices of human/elder services, records management, advocacy, continuity of care; counseling and referrals ;
2. Works as part of a team and independently;
3. Ability to establish and maintain professional working relationships with staff, supervisors and deliver a high level of customer service to members of the general public, specifically Reading’s elder community;
4. Ability to maintain confidentiality, communicate effectively, multi-task and prioritize
5. Trained or willingness to be trained and certified as a SHINE Counselor

Special Requirements

The employee must have a valid Massachusetts State drivers’ License or ability to obtain one, an appropriately registered vehicle and willingness to visit seniors in a variety of settings including homes, nursing homes, hospitals, senior center, etc.

Other Duties

Please note this job description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required of the employee for this job. Duties, responsibilities and activities may change at any time with or without notice as needed by the Town of Reading within the scope of departmental needs.

Signatures

This job description has been approved by all levels of management:

Town Manager: _____ HR: _____

Employee signature below constitutes employee’s understanding of the requirements, essential functions and duties of the position.

Employee: _____ Date: _____