

Duke University School of Nursing

Job Description HR Title: Manager, Clinical Placement

Working Title: Director of Clinical Placement Operations

Job Code: 2969

Job Level: 14

Updated 5/2022

General Purpose

The Director of Clinical Placement Operations (CPO) is a central resource for development, coordination, support, reporting and compliance for all clinical sites, preceptors and preceptored experiences associated with coursework of the School of Nursing. The Director generates work assignments and provides managerial oversight for clinical placement staff performance; ensuring communication among the team and key stakeholders including students, faculty and clinical partners. This position utilizes a service orientation to meet the needs of diverse stakeholders including federal and state agencies and health care institutions of all sizes both in North Carolina and nationally. The Director of Clinical Placement Operations serves as a representative of the School of Nursing in clinical site discussions and collaboration with other departments of the University, Duke Health System, other health professional schools, and a broad range of health care facilities and health care providers across the state and nation. The Director of Clinical Placement Operations has a keen awareness of organizational, local, and regional issues related to advanced practice nurse clinical placements, programs of study and student specific compliance trends for health care students. Innovative problem-solving and communication skills are used extensively to develop and maintain positive working relationships with a variety of internal and external customers.

In collaboration with the School's Contracts Manager and compliance officer the director offers leadership and guidance for clinical site development, student placements, central reporting, contractual agreements and compliance issues for Duke University School of Nursing students in clinical and health system majors. The director collaborates with Area Health Education Consortiums, Offices of Regional Primary Care Education and other state or national entities to plan, evaluate and report on student experiences in preceptored clinical and non-clinical education. Additionally, the director will provide oversight for collecting, organizing, and archiving of clinical contact hour information from students, reporting this information to vested parties as needed.

Supervisor

This position reports to the Assistant Dean, MSN Program

Essential Duties

1. Hire, supervise/ manage, evaluate and provide guidance to clinical placement office personnel
2. Assisting clinical placement of Duke Graduate nursing students, using standard planning, compliance, and reporting process in accordance with Duke and facility policy and all

applicable local, State and Federal laws and regulations.

3. Oversee the collection and verification of preceptored hours completed for the purpose of professional certification and preceptor payment as applicable at the completion of the rotation. Report these data as needed to the appropriate internal and external parties.
4. Triage and work collaboratively with students, faculty and CPO team by routinely attending MSN academic planning meetings. Resolve clinical placement student compliance problems, reporting unresolved issues or concerns to Program Directors or Associate Dean for Academic Affairs.
5. Establish and maintain an effective and collaborative working relationship with Contracts Manager, participating in scheduled meetings and completing documentation in the tracking system (CPS). Serve as liaison between Contract Manger and appropriate faculty and staff to communicate final approval of submitted agreements. Participate, as needed, in the investigation of proposed new sites to determine legal ownership to ensure affiliation agreement is with appropriate entity.
6. Provide guidance and oversight for the graduate nursing student and faculty compliance process. . Assist coordinators and students with required compliance requirements and minimize disruption to the agency, student, preceptor and faculty. Ensure standardized process of maintaining record of students' compliance per affiliation agreements.
7. Ensure accurate and timely reporting to external and internal programs and agencies as required; this includes, but is not limited to, North Carolina AHEC, GNE, DUHS, ADA, ABSN and graduate program Directors, and appropriate faculty or staff leaders.
8. Oversee data management systems to assure production of regular reports according to established schedule and special reports as requested. Participate in annual evaluation of electronic documentation system (CPS) performance and plan improvement projects as needed with developers, compliance officer, contracts manager, and CPO team.
9. Lead a high-performing team using exemplary communication skills and strategic planning. Includes planning and ensuring a structured orientation for new team members, serve as mentor for CPO team members using timely communication, plan and lead routine team meetings, plan and lead team sessions at end-of-semester and beginning-of-semester to gather data for placement status reports (required for school accreditation), perform annual staff performance evaluations and lead annual team retreat for process improvements.
10. Other related duties incidental to the work described herein.

Requirements

Education/Training

Work requires a general business background generally equivalent to a bachelor's degree in a business related field.

Experience

Three years' experience working with or in clinical sites, placing students, and coordinating related documents

Preferred

Master's degree preferred. This position requires excellent communication and collaborative skills, supervisory and managerial skills and experience, innovative problem solving abilities, and a positive customer service focus. The position also requires computer competency with database management and spreadsheet software.

OR AN EQUIVALENT COMBINATION OF RELEVANT EDUCATION AND/OR EXPERIENCE.