



COMPETENCY-BASED JOB DESCRIPTION ADMINISTRATIVE GUIDE

**University of Medicine & Dentistry
of New Jersey**

**Department of Human Resources
Compensation Services**

“Transforming the Delivery of Human Resources”

August 2012 (Updated)

TABLE OF CONTENTS

Competency-Based Overview	Page 3
Competency-Based Job Description Template (With Basic Instructions)	Page 4
Competency-Based Job Description Instructions (With Detailed Instructions)	Page 6
Next Steps . . . Competency Validation Process	Page 9
Addendum	Page 10

The Joint Commission (TJC) – Human Resources Standards

American Disabilities Act

ADA Physical Demands Documentation Check Off List

ADA Work Environment Documentation Check Off List

Competency-Based Job Description Samples

Clinical – Supervising Advanced Practice Nurse

Non-Clinical – Data Control Clerk I

**Joint Commission on Accreditation of
Healthcare Organizations**

**Setting the Standard for Quality in Health Care
Brochure**



OVERVIEW

The Competency-Based Job Description Administrative Guide provides step-by-step instructions for completing a Competency-Based Job Description. Job descriptions serve as the foundation of a quality competency program and provide the starting point for this process. While often considered a tedious task, a well-researched and written job description serves as the basis of control in the hiring and performance evaluation processes. It should be used to guide the orientation process. The Joint Commission requires hospitals to have a process to ensure that a person's qualifications are consistent with their responsibilities. This requirement is directed at staff and students and includes volunteers that work in the same capacity as staff that provide patient care, treatment, and services. Job descriptions that are competency-based are the cornerstone in meeting these expectations. Leaders of the organization are expected to define the required competence and qualifications of staff.¹

Developing a Competency-Based Job Description is the first basic step to competency validation. A Competency-Based Job Description should include the primary responsibilities/essential duties of the job, qualifications, primary source verification and patient populations to whom care is to be delivered (if applicable) must be defined clearly in the job description as well as physical demands, work environment and other duties as assigned.¹

The Joint Commission defines Competency as the demonstrated ability to carry out the primary responsibilities of the job. The primary responsibilities of the job should be indicated in the "essential duties and responsibilities section" of the job description. Competency-Based validation ensures each employee possesses the skills identified in the job description and adequately performs the essential duties.

Compliance with these guidelines and other regulations affecting employers ensures that we have addressed The Joint Commission and should any ADA issue arise.

Organization's Responsibility

Organizations must assess all staffs', students' and volunteers' ability to meet performance expectations as stated in the job description. Competency validation at the time of hire is a process of ensuring that an individual is qualified to enter the worksite. It is incumbent on the organization to ensure that he or she meets the qualifications stated in the job description.

Competency Assessment Compliance Tip: Avoiding The Joint Commission citations in the area of competency assessment begins with the job description itself, which should clearly delineate the qualifications for the job.²

See Addendum containing The Joint Commission's Human Resources Standards, for ADA compliance - Physical Demands and Work Environment Check Off Lists, and The Joint Commission on Accreditation of Healthcare Organizations - Setting the Standard for Quality in Health Care Booklet.

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973-972-4845

Need to know more about Compensation?? We encourage you to visit our new, innovative website designed to meet all of your Compensation needs at: www.umdj.edu/hrweb/tools.

“Our goal is to provide you with excellent customer service to meet the needs of your organization.”

¹ Competency Assessment: A Practical Guide to the JCAHO Standards, Second Edition, page 39.

² Competency Assessment: A Practical Guide to the JCAHO Standards, Second Edition, page 21.

Competency-Based Job Description Template

▶ **Go to** *Competency-Based Job Description Template.*

University of Medicine and Dentistry of New Jersey Competency-Based Job Description

Job Title: Fill In UMDNJ Job Title
Department: Fill In Department
Division/Section: Fill In Division/Section If Applicable
Operating Unit: University Hospital
Reports To: Fill In UMDNJ Title That This Position Reports To
Approved By: Final Job Descriptions Must Be Approved by Compensation Services – Human Resources
Approved Date: Date Job Description is Approved by Compensation Services

MISSION STATEMENT:

"To improve the quality of life for all those we touch through excellence in patient care, education, research and community service."

SUMMARY (*Basic purpose of the job*):

The primary purpose of the **Fill in UMDNJ Job Title** position is to

Age/Patient Population(s) Served
Double Click on Box(es) for Your Selection;
Select Checked; Click OK for All that Apply

AGE/PATIENT POPULATION(S) SERVED KEY

<u>Age of Patient Population Served</u>	<u>Population</u>
<input type="checkbox"/> Neonate (birth - 28 days)	<input type="checkbox"/> Bariatric Patients: BMI greater than 40, or greater than 35 with weight related comorbidities
<input type="checkbox"/> Infant (29 days – less than 1 year)	<input type="checkbox"/> Patient with exceptional communication needs
<input type="checkbox"/> Pediatric (1 - 12 yrs)	<input type="checkbox"/> Patient with developmental delays
<input type="checkbox"/> Adolescent (13 – 17 yrs)	<input type="checkbox"/> Patient at the end of life
<input type="checkbox"/> Adult (18 – 64 yrs)	<input type="checkbox"/> Patient under isolation precautions
<input type="checkbox"/> Geriatric (65 yrs & older)	<input type="checkbox"/> All Populations
<input type="checkbox"/> Nonage Specific Task (N/A)	

ESSENTIAL DUTIES AND RESPONSIBILITIES include the following. Other duties may be assigned. (*List Essential Duty Responsibility Statements.*) *Core Competency is the demonstrated ability to carry out the primary responsibilities of the job which should be reflected in the essential duties section of the job description.*

- 1.
- 2.
- 3.
- 4.
- 5.
- 6.
- 7.
8. Performs other related duties as assigned.

UNIVERSITY CORPORATE COMPLIANCE RESPONSIBILITIES

(Make Appropriate Selections from the Following and List as Part of the Essential Duties and Responsibilities.)

Understands and adheres to UMDNJ's compliance standards as they appear in UMDNJ's Corporate Compliance Policy, Code of Conduct and Conflict of Interest Policy. *(To be included in all job descriptions.)*

Keeps abreast of all pertinent federal, state and UMDNJ regulations, laws, and policies as they presently exist and as they change or are modified. *(To be included in all professional, supervisory and managerial job descriptions.)*

Ensures that the staff are trained and evaluated on their knowledge of and adherence to compliance policies and procedures specific to their jobs. *(To be included in all supervisory and managerial job descriptions.)*

JOB REQUIREMENTS:

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed must be representative of the knowledge, skills, minimum education, training, licensure, experience, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Credential Required: *(Specify for Clinical Positions)*
- Primary Source Verification: *(Specify for Clinical Positions)*

(Specify Significant Physical Demands and Work Environment Conditions in the Job Requirements Section. Keep copies of the ADA Physical Demands and Work Environment Documentation Check Off Lists in your files.)

PHYSICAL DEMANDS:

WORK ENVIRONMENT:

EMPLOYEE ACKNOWLEDGEMENT

I, _____, Acknowledge Review of This Job Description.
(Employee's Name - PRINT Name)

Employee's Signature

Date: _____

Supervisor's Signature

Date: _____

This form is available on the CompToolKit as either a Microsoft Word document or pdf file (PDF files can be read/printed with Acrobat Reader). The Competency-Based Job Description should be submitted electronically using this Template.



Competency-Based Job Description Instructions

- I. Job Title:** Fill In UMDNJ Job Title
Department: Fill In Department
Division/Section: Fill In Division/Section if Applicable
Operating Unit: University Hospital
Reports To: Fill In UMDNJ Title That This Position Reports To
Approved By: Final Job Descriptions must be approved by Compensation Services – Human Resources
Approved Date: Date Job Description is Approved by Compensation Services

II. MISSION STATEMENT

(Specific to each Operating Unit – University Hospital’s Mission Statement is already on Template)

III. SUMMARY

(Briefly, state the overall job responsibilities in fifty (50) words or less. Refer to the generic job description library for suggested language. Differentiate this job from others in the department. Focus on the central purpose of the job using action verbs such as provides, performs, researches, coordinates and plans. Age/Patient Population(s) Served statements that are specific to the patients receiving care must be included within the job summary of the position.) Feel free to contact Compensation Services if you need examples that are not on the CompToolKit.

IV. AGE/PATIENT POPULATION(S) SERVED DEFINITION

This section should be included in all patient-care job descriptions if appropriate. Identification of the population and ages served within the job description offers the new employee the opportunity to assess his/her skills and desire to work with the age and population defined. Competency as it relates to various age-specific components of assessing, evaluating, treating, and providing care to patients is The Joint Commission’s expectation. Select the appropriate age related or population related code. There may be more than one code in the Key that you select. Be inclusive of all populations served in your Key selection. The Age/Patient Population Served Key corresponds with the Competency-Based Template’s Key. Place an “X” in the box(es) for all that apply.

*Example I: C – Pediatric (1-12 yrs)
Example II: M – All Populations)*

Age/Patient Population(s) Served
Double Click on Box(es) for Your Selection;
Select Checked; Click OK for All that Apply

AGE/PATIENT POPULATION(S) SERVED KEY

<u>Age of Patient Population Served</u>	<u>Population</u>
<input type="checkbox"/> Neonate (birth - 28 days)	<input type="checkbox"/> Bariatric Patients: BMI greater than 40, or greater than 35 with weight related comorbidities
<input type="checkbox"/> Infant (29 days – less than 1 year)	<input type="checkbox"/> Patient with exceptional communication needs
<input type="checkbox"/> Pediatric (1 - 12 yrs)	<input type="checkbox"/> Patient with developmental delays
<input type="checkbox"/> Adolescent (13 – 17 yrs)	<input type="checkbox"/> Patient at the end of life
<input type="checkbox"/> Adult (18 – 64 yrs)	<input type="checkbox"/> Patient under isolation precautions
<input type="checkbox"/> Geriatric (65 yrs & older)	<input type="checkbox"/> All Populations
<input type="checkbox"/> Nonage Specific Task (N/A)	

V.

ESSENTIAL DUTIES AND RESPONSIBILITIES

(List the top eight (8) or ten (10) critical duties in order of importance and frequency that must be performed by the incumbent. When considering these critical duties, focus on what must be accomplished within the department. Duties performed less frequently should be included towards the end of the list.) These should be the essential duties that are required in order for the employee to perform the task satisfactorily.

Integrate responsibility and expected practice. Define those tasks that are necessary to the fulfillment of the position. Talk with employees that are currently serving in the role to ensure the job description and requirements match the actual job.³

VI.

PERFORMS OTHER RELATED DUTIES AS ASSIGNED

Establish the premise that the job's essential duties list is not all inclusive, and other functions may be added dependent upon certain situations. Include expectations such as committee membership, required education/classes, and preceptorship as appropriate.

VII.

ADA COMPLIANCE

- 1. Essential Duties of a Position:** *The essential duties of a position are defined by ADA as job duties that are so fundamental to the position that the individual cannot do the job without being able to perform them. A function is considered to be essential if the performance of this function is the reason the job exists, there are a limited number of other employees who could perform the function, or if the function is specialized and the incumbent is hired on the basis of his or her skill/ability to perform the function.*
- 2. Employer's Judgment:** *ADA gives consideration to the employer's judgment as to what functions of a position are essential. A written job description is considered evidence of the essential duties of the position and should be developed before advertising or interviewing applicants for the position.*
- 3. Reasonable Accommodation:** *ADA requires employers to provide reasonable accommodation to qualified individuals with disabilities who are employees or applicants for employment unless this would cause an undue hardship. The employee still has his or her responsibility to be able to perform the essential duties of the position. "Undue Hardship" means significant difficulty or expertise would be incurred and focuses on the resources and overall circumstances of the employer in terms of the cost or difficulty in providing a specific accommodation.*

VII.

CORPORATE COMPLIANCE RESPONSIBILITIES

(Must be on All Job Descriptions; make appropriate selections from the following and list as part of the Essential Duties and Responsibilities.)

Understands and adheres to UMDNJ's compliance standards as they appear in UMDNJ's Corporate Compliance Policy, Code of Conduct and Conflict of Interest Policy. *(To be included in all job descriptions.)*

Keeps abreast of all pertinent federal, state and UMDNJ regulations, laws, and policies as they presently exist and as they change or are modified. *(To be included in all professional, supervisory and managerial job descriptions.)*

Ensures that the staff are trained and evaluated on their knowledge of and adherence to compliance policies and procedures specific to their jobs. *(To be included in all supervisory and managerial job descriptions.)*

VIII.

JOB REQUIREMENTS

Indicate the Minimum Requirements to Perform the Essential Duties of the Position in this section. (Indicate Minimum Education and/or Experience; Legal Compliance for Clinical Positions, any significant Physical Demands specifics or Work Environment Conditions in this section.) Consider the specific knowledge, skills and abilities required to perform the essential duties successfully. Relate each required qualification such as education and/or experience, computer application skills and communication skills, to the job and not the previous incumbent. Work Environment conditions impacting the job should be typed in the Template. The job requirements section of the job description consists of the following three categories. Fill in the appropriate information in this section.

³ Competency Assessment: A Practical Guide to the JCAHO Standards, Second Edition, page 40-41.

JOB REQUIREMENTS:

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed must be representative of the knowledge, skills, minimum education, training, licensure, experience, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

1. EDUCATION and/or EXPERIENCE/QUALIFICATIONS

(Refer to the Human Resources Compensation Services CompToolKit for Assistance.) The qualifications should be consistent with the employee’s job responsibilities.)⁴

2. LEGAL COMPLIANCE FOR CLINICAL POSITIONS

- **Required for employees who occupy a clinical position to ensure the Legal requirements of the position are specified as well as Compliance with Joint Commission’s regulations and HR standards.**

Credential requirements and Primary Source Verification should be indicated in the job requirements section of the job description and is important for The Joint Commission Compliance. **The department head is responsible for defining the required qualifications and ensuring legal compliance in terms of credentials and updating requirements with Compensation Services when the regulations change.** Current credentials are required for all practitioners requiring a license, certification or registration to perform their job responsibilities. **When current licensure, certification, or registration is required by law or regulation to practice a profession, it is the responsibility of the hospital’s leadership to verify these credentials with the primary source at the time of hire and upon expiration of the credentials.⁵** All operating units who employ licensed, registered or certified professionals are responsible for verifying these credentials through primary source verification (certifying agencies) in accordance with state & other regulating agency’s regulations. Job requirements for these clinical positions must indicate the “specific current and active licensure, registration or certification” required “which must be maintained in good standing.” The practitioner will be responsible for maintaining the credential indicated in the requirements of the position, with the issuing/certifying agency. The operational unit is responsible for monitoring expiration dates and requesting a written “primary source” verification with the above stated agency no later than the expiration date of last primary source verification performed. “Healthcare professionals” include individuals licensed or authorized to practice a healthcare profession regulated by DCA (Division of Consumer Affairs) and other professional and occupational licensing boards including physicians; podiatrists; nurses; pharmacists; physical, occupational and respiratory therapists; nurses aids and personal assistants; psychologists; psychoanalysts; social workers; speech and language pathologists; optometrists; opticians; dentists; orthotics and prosthetic providers; marriage and family therapists; veterinarians and chiropractors; and acupuncturists. **When the hospital requires current licensure, certification, or registration that are not required by law or regulation, the hospital should verify the credential at the time of hire and upon expiration of the credential. The Director of Regulatory Affairs should be consulted with as required.**

PRIMARY SOURCE VERIFICATION and CREDENTIALS REQUIRED MUST BE INCLUDED IN THE JOB REQUIREMENTS SECTION OF THE JOB DESCRIPTION IF APPLICABLE:

- IE. - **Credential Required:** Licensed as a Registered Nurse
- **Primary Source Verification:** N.J. Division of Consumer Affairs, Board of Nursing

3. PHYSICAL DEMANDS

Physical Demands required to perform the Essential Duties of the Position. (The requirements of the job description should denote physical demands for ADA Compliance that would affect the ability to perform the job. Specify Physical Demands that may affect job performance in the requirements section of the job description. (See Physical Demands Addendum).

WORK ENVIRONMENT

Specify Significant Work Environment conditions in the job requirements. Keep copies of the ADA Physical Demands and Work Environment Documentation Check Off Lists in your files.

IX. EMPLOYEE ACKNOWLEDGEMENT

Employee acknowledgement is required for all Operating Units who have The Joint Commission Review for Accreditation. Employee must acknowledge receipt of his/her job description and a copy must be given to the employee. Supervisors are responsible for maintaining a signed copy for their records. When job descriptions are revised and approved by Compensation Services, a copy also must be given to the employee and acknowledged.

I, _____, Acknowledge Review of This Job Description.
(Employee’s Name - PRINT Name)

Employee’s Signature Date: _____

Supervisor’s Signature Date: _____

⁴ Comprehensive Accreditation Manual for Hospitals: The Official Handbook Update 2, May 2005, page HR-2.

* Effective January 1, 2006

⁵ Comprehensive Accreditation Manual for Hospitals: The Official Handbook Update 2, May 2005, page HR-7.

NEXT STEPS...COMPETENCY VALIDATION PROCESS

STEP 1:

Develop your **Competency-Based Job Description**.

STEP 2:

Review the essential duties that you have outlined in the job description.

STEP 3:

Use the competency validation template to establish core and ongoing competencies for staff by specific job title. Core competencies must be validated during the orientation period to assess if the staff has the demonstrated ability to carry out the primary responsibilities of the job.

STEP 4:

It is then necessary to validate staff competency during orientation and thereafter on an ongoing basis after orientation is completed. Competency validation is the process used by the organization to ensure staff possess the skill set identified in their job description and safely perform the tasks or activities for their position according to established hospital standards. Ongoing competencies must be validated on an ongoing basis to assess aspects of the job that are mandated, low volume or high risk, problem prone and new or changed to ensure the staff is competent to perform them.

STEP 5:

Use the current Performance Evaluation until the Competency-Based Performance Evaluation is developed by the Project Team. Leaders should complete the evaluations with the frequency established in organizational policy and address the employee's ability to meet performance expectations stated in his/her job description (for example, adherence to organization-wide and departmental policies, professional standards, etc.)

Surveyors expect a competency validation process that includes all employees not just those in clinical positions. They expect to see a process that validates the ability of staff providing care, treatment, or service to patients of different ages and different population groups to do this in a way that is appropriate to the ages and populations of the patients to whom they provide the care, treatment, or service. Age-specific competency validation should reflect the actual care given. Generalized approaches to validating age-appropriate care concepts, with no clear delineation of what this care actually entails or how it actually differs for the various age groups or populations, are no longer sufficient. Surveyors expect to see the methodology used to validate competency and not place a check mark next to the competency or state that the employee provides age-appropriate care without supporting evidence.⁶

SURVEYORS' EXPECTATIONS

Surveyors are looking for the following:

- Current job description
- Evidence of orientation, if hired after 1992
- Competency validation, both at the end of orientation and ongoing competency validation
- Completed performance review
- Evidence of current licensure/registration/certification, if required for the job (as a performance expectation)
- Continuing Education⁷

⁶ Competency Assessment: A Practical Guide to the JCAHO Standards, Second Edition, page 75.

⁷ Competency Assessment: A Practical Guide to the JCAHO Standards, Second Edition, page 74.

Addendum

Human Resources Standards

The following is a list of all the standards. They are presented here for your convenience without footnotes or other explanatory text.

Planning

- HR. 1.10** The hospital provides an adequate number and mix of staff that are consistent with the hospital's staffing plan.
- HR.1.20** The hospital has a process to ensure that a person's qualifications are consistent with his or her job responsibilities.
- HR.1.30** The hospital uses data from clinical/service screening indicators and human resource screening indicators to assess and continuously improve staffing effectiveness.

Orientation, Training, and Education

- HR.2.10** Orientation provides initial job training and information.
- HR.2.20** Staff members, licensed independent practitioners, students, and volunteers, as appropriate, can describe or demonstrate their roles and responsibilities, based on specific job duties or responsibilities, relative to safety.
- HR.2.30** Ongoing education, including in-services, training, and other activities, maintains and improves competence.

Competence Assessment

- HR.3.10** Competence to perform job responsibilities is assessed, demonstrated, and maintained.
- HR.3.20** The hospital periodically conducts performance evaluations.⁸

⁸ Comprehensive Accreditation Manual for Hospitals: The Official Handbook Update 2, May 2005, page HR-2.

PHYSICAL DEMANDS DOCUMENTATION CHECK OFF LIST

Maintained in Department File Only

Required:

Documentation in a job description to accurately reflect the essential duties of the job and physical demands.

Specify Significant PHYSICAL DEMANDS for the Job Requirements:

Clarify how much on-the-job time is spent on the physical activities required to perform the job effectively.

Use the chart below to develop your description of physical demands by checking the appropriate boxes.

1. How much daily/weekly on-the-job time is spent on the following physical activities?

	Amount of Time			
	None	Under 1/3	Up To 2/3	Over 2/3
Stand	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Walk	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Sit	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Use hands to finger, handle, or feel	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Reach with hands and arms	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Climb or balance	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Stoop, kneel, crouch, or crawl	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Talk or hear	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Taste or smell	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

2. Does this job require that weight be lifted or force be exerted? If so, how much and how often?

	Amount of Time			
	None	Under 1/3	Up To 2/3	Over 2/3
Up to 10 pounds	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Up to 25 pounds	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Up to 50 pounds	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Up to 100 pounds	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
More than 100 pounds	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

3. Does this job have any special vision requirements?

- Close vision (clear vision at 20 inches or less)
- Distance vision (clear vision at 20 feet or more)
- Color vision (ability to identify and distinguish colors)
- Peripheral vision (ability to observe an area that can be seen up and down or to the left and right while eyes are fixed on a given point)
- Depth perception (three-dimensional vision, ability to judge distances and spatial relationships)
- Ability to adjust focus (ability to adjust the eye to bring an object into sharp focus)
- No special vision requirements

Specify the essential job duties that require the physical demands indicated above.

i.e., Position requires standing 1/3 of the time.

i.e., Position requires lifting 1/3 of the time up to 10 pounds.

Any special physical demands should be clearly communicated to any applicant applying for this position and all employees occupying this position.

WORK ENVIRONMENT DOCUMENTATION CHECK OFF LIST

Maintained in Department File Only

Required:

Documentation in a job description to accurately reflect the essential duties of the job and work environment.

Specify Significant WORK ENVIRONMENT for the Job Requirements:

Clarify how much on-the-job time work environment conditions are required to perform the job effectively.

Use the chart below to develop your description of work environment by checking the appropriate boxes.

1. How much daily/weekly exposure to the following environmental conditions does this job require?

	Amount of Time			
	None	Under 1/3	Up To 2/3	Over 2/3
Wet or humid conditions (non-weather)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Work near moving mechanical parts	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Work in high, precarious places	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Fumes or airborne particles	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Toxic or caustic chemicals	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Outdoor weather conditions	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Extreme cold (non-weather)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Extreme heat (non-weather)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Risk of electrical shock	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Risk of radiation	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Vibration	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

2. How much noise is typical for the work environment of this job?

- Very quiet conditions (examples: forest trail, isolation booth for hearing test)
- Quiet conditions (examples: library, private office)
- Moderate noise (examples: business office with computers and printers, light traffic)
- Loud noise (examples: metal can manufacturing department, large earth-moving equipment)
- Very loud noise (examples: jack hammer work, front row at rock concert)

Specify the essential job duties that require the work environment conditions indicated above.

Any special work environment and/or safety conditions should be clearly communicated to any applicant applying for this position and all employees occupying this position.

**University of Medicine and Dentistry of New Jersey
Competency-Based Job Description**

Job Title: Supervising Advanced Practice Nurse
Department: Patient Care Services
Division: Emergency Department
Operating Unit: University Hospital
Reports To: Director, Patient Care Services
Approved By: DBM *[Signature]*
Approved Date: May 2011

MISSION STATEMENT:

"To improve the quality of life for all those we touch through excellence in patient care, education, research and community service."

SUMMARY *(Basic purpose of the job):*

The primary purpose of the Supervising Advanced Practice Nurse position is to serve as an expert in the delivery of emergency nursing care. Utilizes advance practice nursing expertise in the provision of care to emergency patients, staff orientation and ongoing staff development. Directs and supervises professional and paraprofessional staff members within the Emergency Department. Maintains a clinical track faculty appointment and serves as a preceptor for students.

Age/Patient Population(s) Served
Double Click on Box(es) for Your Selection;
Select Checked; Click OK for All that Apply

AGE/PATIENT POPULATION(S) SERVED KEY

<u>Age of Patient Population Served</u>	<u>Population</u>
<input checked="" type="checkbox"/> Neonate (birth - 28 days)	<input type="checkbox"/> Bariatric Patients: BMI greater than 40, or greater than 35 with weight related comorbidities
<input checked="" type="checkbox"/> Infant (29 days – less than 1 year)	<input type="checkbox"/> Patient with exceptional communication needs
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<input checked="" type="checkbox"/> Geriatric (65 yrs & older)	<input checked="" type="checkbox"/> All Populations
<input type="checkbox"/> Nonage Specific Task (N/A)	

ESSENTIAL DUTIES AND RESPONSIBILITIES include the following. Other duties may be assigned. *(List Essential Duty Responsibility Statements.) Core Competency is the demonstrated ability to carry out the primary responsibilities of the job which should be reflected in the essential duties section of the job description.*

1. Provides advanced practice nursing expertise service to emergency patients, families, significant others, and health care team members.
2. Collaborates with Physicians, Nursing Directors, nursing management and staff to establish emergency care programs and policies.
3. Supervises assigned paraprofessional and professional staff members employed within the Emergency Department.
4. Recommends the hiring, firing, promoting, demoting, merit increases, transfers and/or disciplining of employees and other personnel changes.
5. Works collaboratively with physicians, nurses, social workers, and other members of the multidisciplinary health care team.
6. Provides direct patient care to a select group of patients.
7. Provides patient/family education, health counseling, and health advocacy services to patients, their families and significant others.
8. Conducts and participates in research and engages in quality improvement activities.

9. Manages day-to-day activities in accordance with University Hospital policies and procedures.
10. Maintains a high level of professional responsibility and performance.
11. Develops and interprets policies, procedures, and standards of practice in collaboration with nursing and institution-wide committees.
12. Provides staff development programs (orientation, inservice and continuing education) for health care providers and community education programs related to emergency care.
13. Participates as an active member on committees as assigned.
14. Understands and adheres to UMDNJ's compliance standards as they appear in UMDNJ's Corporate Compliance Policy, Code of Conduct and Conflict of Interest Policy.
15. Keeps abreast of all pertinent federal, state and UMDNJ regulations, laws and policies as they presently exist and as they change or are modified.
16. Ensures that the staff are trained and evaluated on their knowledge of and adherence to compliance policies and procedures specific to their jobs.
17. Performs other related duties as assigned.

JOB REQUIREMENTS:

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below must be representative of the knowledge, skills, minimum education, training, licensure, experience, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Certified as an Advanced Practice Nurse in the State of New Jersey. Three (3) years of nursing experience, at least two (2) of which shall have been as an Advanced Practice Nurse in a related specialty, preferred, but not required. One (1) year of supervisory/managerial experience preferred.

- **Credential Required:** Licensed as a Registered Nurse and APN Nurse Practitioner
- **Primary Source Verification:** N.J. Division of Consumer Affairs, Board of Nursing

PHYSICAL DEMANDS:

Position requires standing 2/3 of the time, walking 2/3 of the time, requires sitting under 1/3 of the time, use of hands to finger, handle or feel 2/3 of the time, reach with hands and arms, under 1/3 of the time, stoop, kneel, crouch or crawl under 1/3 of the time, talk or hear over 2/3 of the time. Position requires lifting up to 10 lbs up to 1/3 of the time.

WORK ENVIRONMENT:

Moderate noise (examples: business office with computers and printers, light traffic). Exposure to bloodborne pathogens that requires use of personal protective equipment.

EMPLOYEE ACKNOWLEDGEMENT

I, _____, Acknowledge Review of This Job Description.
(Employee's Name - PRINT Name)

Employee's Signature

Date: _____

Supervisor's Signature

Date: _____

**University of Medicine and Dentistry of New Jersey
Competency-Based Job Description**

Job Title: Data Control Clerk I
Department: Patient Care Services
Division/Section: Nursing Quality and Standards
Operating Unit: University Hospital
Reports To: Program Administrator, Nursing Quality and Standards
Approved By: DHW *[Signature]*
Approved Date: May 2011

MISSION STATEMENT:

"To improve the quality of life for all those we touch through excellence in patient care, education, research and community service."

SUMMARY (*Basic purpose of the job*):

The primary purpose of the Data Control Clerk I position is to oversee and coordinate data compilation and is responsible for the accurate processing and entry on information into the computer system. Provides administrative and general office services as required by the Department of Patient Care Services.

Age/Patient Population(s) Served
Double Click on Box(es) for Your Selection; Select Checked; Click OK for All that Apply

AGE/PATIENT POPULATION(S) SERVED KEY

<u>Age of Patient Population Served</u>	<u>Population</u>
<input type="checkbox"/> Neonate (birth - 28 days)	<input type="checkbox"/> Bariatric Patients: BMI greater than 40, or greater than 35 with weight related comorbidities
<input type="checkbox"/> Infant (29 days – less than 1 year)	<input type="checkbox"/> Patient with exceptional communication needs
<input type="checkbox"/> Pediatric (1 - 12 yrs)	<input type="checkbox"/> Patient with developmental delays
<input type="checkbox"/> Adolescent (13 – 17 yrs)	<input type="checkbox"/> Patient at the end of life
<input type="checkbox"/> Adult (18 – 64 yrs)	<input type="checkbox"/> Patient under isolation precautions
<input type="checkbox"/> Geriatric (65 yrs & older)	<input checked="" type="checkbox"/> All Populations
<input checked="" type="checkbox"/> Nonage Specific Task (N/A)	

ESSENTIAL DUTIES AND RESPONSIBILITIES include the following. Other duties may be assigned.

- Oversees and coordinates the gathering and input of all pertinent data as necessary for accurate and proper completion of grant application, manuscripts, abstracts, publications, project reports, adhering to instructions, guidelines and prescribed format.
- Responsible for typing correspondence, reports, manuals, etc. using current software.
- Organizes assigned word processing work, reviews and analyzes the problems related to work and develops effective work methods to improve the workflow.
- Assists in short and long-range planning by identifying needs and retrieving relevant information for use in the computer program database.
- Retrieves data and information stored on departmental computers and updates as required.
- Assists in monitoring the attainment of goals and objectives and in projecting future needs with respect to data collection services.
- Assists with word processing problems and training, as needed. Assists in the training of new personnel.
- Provides administrative and general office services. Composes and types routine letters. Maintains a follow-up file on correspondence awaiting replies.
- Understands and adheres to UMDNJ's compliance standards as they appear in UMDNJ's Corporate Compliance Policy, Code of Conduct and Conflict and Conflict of Interest Policy.
- Performs other related duties as assigned.

JOB REQUIREMENTS:

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed must be representative of the knowledge, skills, minimum education, training, licensure, experience, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Three (3) years prior clerical experience, including knowledge of PC software programs, particularly Microsoft Word and Excel is required.

PHYSICAL DEMANDS:

This position requires standing under 1/3 of the time, walking 2/3 of the time, requires sitting over 2/3 of the time, use of hands to finger, handle or feel over 2/3 of the time, reach with hands and arms under 1/3 of the time, climb or balance as well as stoop, kneel, crouch or crawl none of the time, talk or hear over 2/3 of the time, taste or smell none of the time. This position requires up to 10 pounds of weight be lifted under 1/3 of the time. There are no special vision requirements.

WORK ENVIRONMENT:

Moderate noise (examples: business office with computers and printers, and somewhat heavy traffic).

EMPLOYEE ACKNOWLEDGEMENT

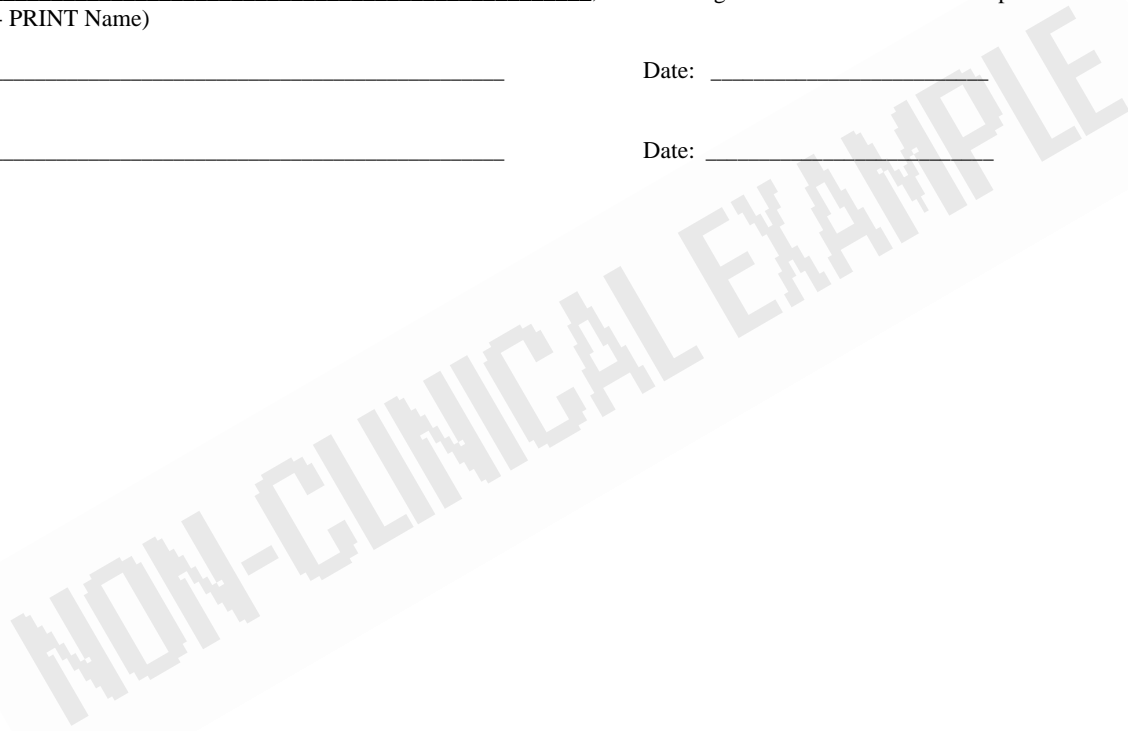
I, _____, Acknowledge Review of This Job Description.
(Employee's Name - PRINT Name)

Employee's Signature

Date: _____

Supervisor's Signature

Date: _____



Compensation

Frequently Asked Questions



1. Do we still use Criteria-Based Job Descriptions?

No, this has been replaced with the *Competency-Based Job Description* for all positions in facilities that require The Joint Commission Review.

2. What has changed from the Criteria-Based Job Descriptions?

There is a major focus on population served and legal compliance for clinical positions. This should be indicated in the job requirements section of the job description if significant or having an impact on job performance.

3. What is a *Competency-Based Job Description*?

Based on The Joint Commission requirements and Human Resources - Compensation Services has designed the *Competency-Based Job Description Template*.

The Joint Commission sets the standard for quality in health care. Why is this important? Safety and the quality of patient care and patient satisfaction are important to today's consumer. To be compliant with The Joint Commission means the health care organization is accredited and has met high standards in patient care and safety.

4. How do *Competency-Based Job Descriptions* impact job descriptions?

A Job Description is the foundation to build Core Competencies. The Core Competencies validates the process of ensuring that staff possess the skill set identified in the essential duties in his or her job description and perform the tasks or activities for the position according to established standards.

a. What is Core Competency?

It is the demonstrated ability to carry out the primary responsibilities of the job. Core Competencies must be validated by the end of the orientation period. Some of these are expectations of all staff, specific job groups, and possibly individuals in specific cohorts and areas/locations within the organization.

b. Do we still need to include ADA Footnotes?

ADA Footnotes have been replaced with specific Physical Demands and Work Environment sections in the Template. Please Refer to Instructions, Template, Addendum and Samples.

5. Should *Competency* be indicated on the job description?

A separate template is used for *Core Competencies*. However, Competency validation correlates to the essential duties of the position, which are the primary responsibilities of the position. ***Core Competencies*** must be validated by the end of the orientation period. The ***Ongoing Competencies*** must be validated after the orientation period for aspects of the job that are mandated; low volume or high risk; problem prone and new or changed.

6. Is the *Competency-Based Job Description* a performance evaluation tool?

No, the performance appraisal will be developed separately from the *Competency-Based Job Description*.

Compensation

Frequently Asked Questions



7. How do I develop a *Competency-Based Job Description*?

Fill in the following information. Use the *Competency-Based Job Description Instructions* to develop the *Job Description*.

Job Title, Department, Division/Section, Operating Unit, Reports to, Approved By & Approved Date
Summary
Age/Patient Population(s) Served
Essential Duties and Responsibilities
University Corporate Compliance Responsibilities
Job Requirements
Education and/or Experience
Physical Demands
Work Environment
Employee Acknowledgement

Clearly define the Essential Duties and Responsibilities of the Position: Specific needs are developed by each Department or Operating Unit according to the job required. For assistance with benchmark positions job responsibilities refer to the Human Resources Compensation Services CompToolkit. *Refer to Competency-Based Job Description Instructions.*

Clearly define the Age/Patient Population(s) Served: A *Patient Population Served Key* was developed to select the appropriate ages of the population and the population served. *Refer to Competency-Based Job Description Instructions.*

Corporate Compliance: Must be on all *Competency-Based Job Descriptions*. *Refer to Competency-Based Job Description Instructions for selections.*

Minimum requirements must be indicated include *Education and/or Experience* including licensure. *Refer to Competency-Based Job Description Instructions.*

Legal Compliance for Clinical Positions should be reflected in the job requirements *including Primary Source Verification and Credentialing Required in this section*. *Refer to Competency-Based Job Description Instructions.*

Ensures *ADA* (Americans with Disabilities Act) requirements are stipulated. *Indicate significant Physical Demands and Work Environment*. *Refer to Competency-Based Job Description Instructions.*

Employee Acknowledgement: A copy of the current *Competency-Based Job Description* signed by the employee must be given to the employee. Supervisors are also responsible for maintaining a signed copy for their records, which is required for all Operating Units who have The Joint Commission Review for Accreditation. *Refer to Competency-Based Job Description Instructions.*

8. What if I need to revise the *Competency-Based Job Description* after my competencies are developed?

Compensation Services views this as a progressive document that should be updated accordingly. Once competencies are developed, send the revised job description with the revised or additional information to Compensation Services for review and approval.

Compensation



The University job analysis and job evaluation programs ensure University positions are properly aligned and are competitive with the market place. These programs are performed based on the duties and responsibilities of the position and not based on incumbents.

Reclassifications

A reclassification occurs when the duties an employee performs no longer correspond to the duties indicated on the existing position description or the needs of the organization change.

New Positions

A new position is one that will be used for the first time in a department. It is not a position that is occupied by a previous employee.

There are two types of job descriptions utilized at UMDNJ. The *Competency-Based Job Description* is required for all Operating Units that require The Joint Commission review and the Standard Job Description applies to all other classifications. [more...](#)

Resources

Compensation relies on the supervisor to provide the following information:

A *Competency-Based Job Description* for a new position or reclassification

▶ [Go to Competency-Based Job Description Resources](#): A list of tools for creating a *Competency-Based Job Description*. Refer to pages 4 and 5 of the *Competency-Based Job Description Administrative Guide*.

A *Standard Job Description* for a new position or reclassification.

▶ [Go to Job Description Resources](#): A list of tools for creating a Standard Job Description.

A completed [Position Information Questionnaire \(PIQ\)](#)

An updated [organizational chart](#)

Templates

The following forms are available as either Microsoft Word documents or PDF files (PDF files can be read/printed with [Acrobat Reader](#)).

[Competency-Based Job Description \(word file\)](#) or [\(PDF\)](#)

[Standard Job Description \(word file\)](#) or [\(PDF\)](#)

[Position Information Questionnaire \(word file\)](#) or [\(PDF\)](#)

[Organizational Chart \(word file\)](#)

Search the [Job Descriptions Libraries](#)



Joint Commission
on Accreditation of Healthcare Organizations

Setting the Standard for Quality in Health Care



The Joint Commission

is focused on improving the safety and quality of care provided to the public. The Joint Commission accomplishes this goal by accrediting health care organizations and offering health care performance improvement services.

Since 1951, the Joint Commission has maintained state-of-the-art, performance-based standards and evaluated the quality and safety of care by assessing the compliance of health care organizations with these national standards. The Joint Commission's Gold Seal of Approval™, a distinctive seal that is proudly displayed at accredited organizations and certified programs, is recognized nationwide as a symbol of quality that reflects a commitment to meeting certain performance standards. A not-for-profit organization, the Joint Commission is the oldest and largest health care accrediting body. The Joint Commission accredits and certifies more than 15,000 health care organizations and programs including:

- Hospitals, including psychiatric, children's, rehabilitation and critical access hospitals.
- Health care networks, including managed care plans, preferred provider organizations, integrated delivery networks, and managed behavioral health care organizations.
- Home care organizations, including those that provide services for home health, personal care and support, home infusion, durable medical equipment and hospice.
- Nursing homes and other long term care facilities, including subacute care programs, dementia special care programs and long term care pharmacies.
- Assisted living facilities.
- Behavioral health care organizations, including services for mental health and addiction, and for persons with developmental disabilities.
- Ambulatory care providers, for example, outpatient surgery facilities, rehabilitation centers, infusion centers, group practices and office-based surgery.
- Clinical laboratories, including independent or freestanding laboratories, blood transfusion and donor centers, and public health laboratories.
- Disease-Specific Care Certification of services for certain chronic illnesses, including asthma, diabetes, congestive heart failure, and primary stroke care, among others.
- Health Care Staffing Certification (October 2004)
- Lung Volume Reduction Surgery Certification (Fall 2004)
- Left Ventricular Assist Device Implantation Certification (2005)

Improving safety and quality

The Joint Commission is committed to improving the safety of care provided to patients in health care organizations. Accreditation and certification are risk-reduction activities; compliance with standards is intended to reduce the risk of adverse outcomes. The Joint Commission demonstrates its commitment to safety through numerous efforts, including:

- Standards are heavily focused on patient safety, particularly in the areas of medication use, infection control, surgery and anesthesia, transfusions, restraint and seclusion, staffing and staff competence, fire safety, medical equipment, emergency management, and security.
- The Sentinel Event Policy helps health care organizations identify and prevent sentinel events (an unexpected death or serious physical or psychological injury).



- The *Sentinel Event Alert* newsletter identifies specific sentinel events, describes their common underlying causes, and suggests steps to prevent occurrences.

- Annual National Patient Safety Goals that accredited organizations are required to use to address specific areas of

patient safety, for example medication safety and infection control.

- The Office of Quality Monitoring evaluates and tracks complaints and concerns about quality of care issues at Joint Commission accredited organizations. Information about accredited organizations and certified programs may be provided directly to the Joint Commission at (800) 994-6610.

Providing supportive services

Joint Commission Resources, a not-for-profit affiliate of the Joint Commission, provides educational programs and publishes periodicals and books that cover the standards, survey process, performance measurement and organizational improvement. It also provides consultative technical assistance to health care organizations. The Joint Commission and Joint Commission Resources maintain strict policies and have established a “firewall” that prohibits the Joint Commission and the consulting services of Joint Commission Resources from sharing with the other any confidential information about identified organizations or certified programs. For more information, visit Joint Commission Resource’s website, www.jcrinc.com, or call the toll-free customer service line at (877) 223-6866.

Publishing standards and publications

Joint Commission standards are available for purchase from Joint Commission Resources, as well as other publications, including the newsletters *Joint Commission Perspectives on Patient Safety* and *Environment of Care News*. Numerous books, pamphlets and online resources are also available on the subjects of environment of care, preventing medical errors, and preventing sentinel events, among others. For more information, visit the Joint Commission Resource's website, www.jcrinc.com, or call the toll-free customer service line at (877) 223-6866. The Joint Commission publishes a number of free newsletters, including program-specific newsletters—*Ambulatory Advisor*, *BHC News*, *DSC Update*, *Home Care Bulletin*, *Lab Focus*, *LTC Update*, *Network News*—and *Sentinel Event Alert*, which identifies specific sentinel events and suggests steps to prevent occurrences in the future. These publications are available on the Joint Commission's website, www.jcaho.org.

Addressing current issues

To promote dialogue on important issues affecting health care organizations and our society today, the Joint Commission is conducting a series of public policy initiatives. These forums include roundtables with experts and other knowledgeable stakeholders, white papers to explore the problem and propose solutions, and national symposia and follow-up regional summits to permit in-depth exploration and facilitate resolution. Current issues include nurse staffing, emergency preparedness, Emergency Department overcrowding, organ donation, health care professional education, and tort resolution and injury prevention. Information about upcoming symposiums and summits is available on the Joint Commission Resources website, www.jcrinc.com. Published white papers are available on the Joint Commission website, www.jcaho.org.



Providing information to consumers

Increasingly, consumers look to the Joint Commission for information about accredited health care organizations. At the Joint Commission website, www.qualitycheck.org, consumers can access Quality Check[®], a guide that provides the current

Joint Commission accreditation or Disease-Specific Care Certification status of organizations and programs. For accredited organizations, Quality Check[®] also provides Quality Reports, which include an organization's performance on applicable National Patient Safety Goals and National Quality Improvement Goals. The Joint Commission's National Patient Safety Goals address specific areas of patient safety, for example medication safety and infection control. National Quality Improvement Goals require that hospitals report their quality improvement efforts in three of the four following areas: heart attack care, heart failure treatment, pneumonia or pregnancy and related conditions.



For more information

The Joint Commission website, www.jcaho.org, has extensive information about accreditation, certification, and patient safety, among other topics. The website also includes an extensive directory at <http://www.jcaho.org/contact+us/directory.htm>.

The general Joint Commission phone number is (630) 792-5000 and the Customer Service phone number is (630) 792-5800.

Joint Commission on Accreditation of Healthcare Organizations

One Renaissance Boulevard,
Oakbrook Terrace, Illinois 60181
www.jcaho.org



Joint Commission

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