

Job Description and Performance Management Form

Job Title: Domestic Violence Coordinator

Employee Name:

FLSA Status: Exempt

Employee No:

Department: SAFE Program

Department No: 987

Job Code: TBD

Supervisor Name: Linda Kelly, RN, FNE-A, SANE-A

Contact: lkelly@gbmc.org or 443-849-3323

Pay Grade: 616

Review Period:

Vacation Plan:

I. JOB DESCRIPTION SUMMARY: Under general direction of the SAFE Program Manager the incumbent is responsible for coordination of a high quality Domestic Violence (DV) Program. In collaboration with other community-based DV service providers, coordinates the delivery of 24/7 care to victims of DV in the GBMC community. Educates staff about DV and its impact on health. Engages in community outreach to raise awareness about DV. Participates in local and national activities to keep abreast of current trends, research and evidence-based practice. Monitors and reports on the outcomes of the program. Works with Manager to develop budget and funding options.

Education	RN or LCSW; BSN required; Masters in health -related field preferred. Forensic Nurse Examiner preferred but not required.
Experience	RN or LCSW with experience working with victims of violence. Must also have experience working in an acute healthcare setting.
Skills	<ul style="list-style-type: none"> • Demonstrated knowledge of the dynamics of DV and its impact on health and wellness • Knowledge of interpreting and translating research findings and clinical guidelines into practice • Knowledge of program evaluation mechanisms • Skill in using computers including documentation in electronic medical records and use of Microsoft Office, Excel and/or Access • Advanced skills in written and oral communication • Advanced skills in working effectively and sensitively with persons in crisis • Demonstrated ability to work collaboratively with all types of health care providers in a hospital setting; and with various types of service providers in the community • Demonstrated ability to constructively and sensitively provide feedback to providers regarding care delivery to DV patients • Demonstrated ability to design and implement educational programs to varied audiences • Demonstrated ability to speak effectively to groups
Licensures, Certifications	<ul style="list-style-type: none"> • Current/Active MD license for RN or LCSW • Current CPR certification • Current MD Driver's license, automobile and proof of automobile insurance
Physical Requirements	<ul style="list-style-type: none"> • Ability to pay close attention to detail for approximately 60% of work time. • Ability to sit, stand and walk for up to 80% of the work time.
Working Conditions	<ul style="list-style-type: none"> • Normal office work environment, use of office equipment not limited to computers, copiers, printers, fax machines. • Working with interdisciplinary staff up to 70% of time with varied levels of stress. • May be exposed to communicable disease, clinical environment, unpleasant conditions, hazardous chemicals.
Conditions of Employment	See Education and Licensures, Certifications
Standard Precautions	Standard precaution policy and procedures are applicable to this job <input checked="" type="checkbox"/>
Patient Safety	Employee has knowledge and understanding of patient safety as it relates to the job duties <input checked="" type="checkbox"/>
Patient Population	Demonstrates competency in the delivery of care and applies the knowledge to meet age-specific needs <input checked="" type="checkbox"/>
	Not applicable <input type="checkbox"/> Neonate / Infant <input type="checkbox"/>
	Pediatric <input checked="" type="checkbox"/> Adolescent <input checked="" type="checkbox"/>

Adult

Geriatric

Contacts

Reports to

SAFE Clinical Program Manager

Supervises

None

Job duties listed in this document are intended to describe the general content of and requirements for the performance of this job. It is not to be construed as an exhaustive statement of duties, responsibilities, or requirements.

II. GBMC Values

GBMC Values	Value Description	Method of Verifying Performance Check all that apply	Mid Year Review	Annual Rating
Respect	<ul style="list-style-type: none"> Treats others with fairness, kindness, and respect for personal dignity and privacy Listens and responds appropriately to others' needs, feelings, and capabilities 	<input type="checkbox"/> Observation/ Demonstration <input type="checkbox"/> Surveys <input type="checkbox"/> Feedback <input type="checkbox"/> Records	<input type="checkbox"/> Satisfactory <input type="checkbox"/> Unsatisfactory	
Excellence	<ul style="list-style-type: none"> Meets and/or exceeds customer expectations Actively pursues learning and self development Pays attention to detail; follows through 	<input type="checkbox"/> Observation/ Demonstration <input type="checkbox"/> Surveys <input type="checkbox"/> Feedback <input type="checkbox"/> Records	<input type="checkbox"/> Satisfactory <input type="checkbox"/> Unsatisfactory	
Accountability	<ul style="list-style-type: none"> Sets a positive, professional example for others Takes ownership of problems and does what is needed to solve them Appropriately plans and utilizes required resources for various job duties Reports to work regularly and on time 	<input type="checkbox"/> Observation/ Demonstration <input type="checkbox"/> Surveys <input type="checkbox"/> Feedback <input type="checkbox"/> Records	<input type="checkbox"/> Satisfactory <input type="checkbox"/> Unsatisfactory	
Teamwork	<ul style="list-style-type: none"> Works cooperatively and collaboratively with others for the success of the team Addresses and resolves conflict in a positive way Seeks out the ideas of others to reach the best solutions Acknowledges and celebrates the contribution of others 	<input type="checkbox"/> Observation/ Demonstration <input type="checkbox"/> Surveys <input type="checkbox"/> Feedback <input type="checkbox"/> Records	<input type="checkbox"/> Satisfactory <input type="checkbox"/> Unsatisfactory	
Ethical Behavior	<ul style="list-style-type: none"> Demonstrates integrity and good judgment Respects the cultural, psychosocial, and spiritual needs of patients/families/coworkers 	<input type="checkbox"/> Observation/ Demonstration <input type="checkbox"/> Surveys <input type="checkbox"/> Feedback <input type="checkbox"/> Records	<input type="checkbox"/> Satisfactory <input type="checkbox"/> Unsatisfactory	
Results	<ul style="list-style-type: none"> Embraces change and improvement in the work environment Continuously seeks to improve the quality of products/services Displays flexibility in dealing with new situations or obstacles Achieves results on time by focusing on priorities and manages time efficiently 	<input type="checkbox"/> Observation/ Demonstration <input type="checkbox"/> Surveys <input type="checkbox"/> Feedback <input type="checkbox"/> Records	<input type="checkbox"/> Satisfactory <input type="checkbox"/> Unsatisfactory	

III. Technical Assessment

Principal Duties and Responsibilities	Method of Verifying Performance Check all that apply	Mid Year Review	Annual Rating
<u>Staff education</u> <ul style="list-style-type: none"> Develop, implement, and revise staff trainings on DV – responding to needs and soliciting new training opportunities Track and report on all education interventions 	<input type="checkbox"/> Observation/ Demonstration <input type="checkbox"/> Surveys <input type="checkbox"/> Feedback <input type="checkbox"/> Records	<input type="checkbox"/> Satisfactory <input type="checkbox"/> Unsatisfactory	
<u>Direct Patient Services</u> <ul style="list-style-type: none"> Develop, implement and revise 24/7 crisis response for patients, staff and general GBMC community. Ensure crisis response is consistent and comprehensive Track and report on all interventions 	<input type="checkbox"/> Observation/ Demonstration <input type="checkbox"/> Surveys <input type="checkbox"/> Feedback <input type="checkbox"/> Records	<input type="checkbox"/> Satisfactory <input type="checkbox"/> Unsatisfactory	

<u>Continuing Education</u> <ul style="list-style-type: none"> Participate in ongoing continuing education 	<input type="checkbox"/> Observation/ Demonstration <input type="checkbox"/> Feedback	<input type="checkbox"/> Surveys <input type="checkbox"/> Records	<input type="checkbox"/> Satisfactory <input type="checkbox"/> Unsatisfactory	
<u>Community Outreach</u> <ul style="list-style-type: none"> Engage and collaborate with marketing and outside agencies to provide outreach about services Attend DV related meetings in the community 	<input type="checkbox"/> Observation/ Demonstration <input type="checkbox"/> Feedback	<input type="checkbox"/> Surveys <input type="checkbox"/> Records	<input type="checkbox"/> Satisfactory <input type="checkbox"/> Unsatisfactory	
<u>Research and Evaluation</u> <ul style="list-style-type: none"> Keep abreast of current research in the field Ensure current practices reflect best practices and advances in the field 	<input type="checkbox"/> Observation/ Demonstration <input type="checkbox"/> Feedback	<input type="checkbox"/> Surveys <input type="checkbox"/> Records	<input type="checkbox"/> Satisfactory <input type="checkbox"/> Unsatisfactory	
<u>Financial/Grant Management</u> <ul style="list-style-type: none"> Under guidance of manager, develop and adhere to program budget In collaboration with the Foundation, identify and respond to funding opportunities 	<input type="checkbox"/> Observation/ Demonstration <input type="checkbox"/> Feedback	<input type="checkbox"/> Surveys <input type="checkbox"/> Records	<input type="checkbox"/> Satisfactory <input type="checkbox"/> Unsatisfactory	
<u>Other Duties as Assigned</u>				

IV. Goals for Review Period: (As Needed)	Method of Verifying Performance Check all that apply	Target Completion Date (Mid Year or Annual)	Rating
Provide DV/SAFE training at 100% of new staff employee orientation sessions. Provides for alternate staff coverage if unable to personally provide the training. [staff education]	<input type="checkbox"/> Observation/ Demonstration <input type="checkbox"/> Feedback	<input type="checkbox"/> Surveys <input checked="" type="checkbox"/> Records	<u>Mid year and annual</u>
Attend 80% of DVCC and Health Care Coalition Meetings. [community outreach]	<input type="checkbox"/> Observation/ Demonstration <input type="checkbox"/> Feedback	<input type="checkbox"/> Surveys <input checked="" type="checkbox"/> Records	<u>Mid year and annual</u>
75% of staff will rate the presentation as “Satisfactory” or higher after DV trainings, measured by satisfaction survey distributed at each training. [staff education]	<input type="checkbox"/> Observation/ Demonstration <input type="checkbox"/> Feedback	<input checked="" type="checkbox"/> Surveys <input type="checkbox"/> Records	<u>Mid year and annual</u>
90% of patient encounters will be documented on tracking tool within 5 business days of the intervention; and monthly summary statistics will be distributed to administration by the 10 th day of the following month. [direct patient services]	<input type="checkbox"/> Observation/ Demonstration <input type="checkbox"/> Feedback	<input type="checkbox"/> Surveys <input checked="" type="checkbox"/> Records	<u>Mid year and annual</u>