COLUMBIA COLLEGE
Position Description

NOTE:	**Clarification of Terms**
Must; Shall; Will:	These words or phrases indicate actions or activities that are *essential* or *mandatory*.
Should:	This word implies that it is highly desirable to perform certain actions or activities, but not essential or mandatory.
May or Could; Can:	These words imply freedom or liberty to follow an alternative to the action or activity being presented in a document.

Position Title:	Tutor, Nursing Refresher Program
Program/Department Name:	Medical Health Programs
Reporting to:	Medical Health Programs Department Chair
Position Summary:	The Tutor, Nursing Refresher Program reports to the Medical Health Programs Department Chair and is responsible for the development, coordination, implementation, and review and reporting of policies and strategies related to the Nursing Refresher Program.
Organizational Structure:	This professional will work in a flat organizational structure consisting of one direct supervisor, a number of program peers and other management specialists. He/she will operate as autonomously as authorized by his/her supervisor and will supervise a team of part-time and full-time professionals as approved in his/her budget.
Qualifications and Experience:	This professional will normally have completed a four year degree or professional training in the field his/her program specializes in. This should be supplemented with diplomas or degrees in business and adult education. He/she will be a highly organized and experienced leader and teamplayer, an effective communicator, possess strong facilitation skills and interpersonal skills, be detail oriented, have a keen desire to learn and grow professionally, be open to change and have a strong work ethic. Well-developed computer skills are very important.
Roles and Responsibilities:	For Columbia College to become successful, each of its customers (including staff and students) must succeed. To achieve this requires a clear understanding of everyone's roles and responsibilities as well as a commitment to fulfilling said responsibilities.
	As will be noted in reviewing the list of roles and responsibilities below it consists of two distinct parts. First is a set of generic roles and responsibilities. This is followed by a list of specific roles and responsibilities. The generic roles and responsibilities are included in every position description at the College. The specific roles and responsibilities are specific to this position.
	All responsibilities listed below will be carried out under the general direction and supervision of the Medical Health Programs Department Chair. In consideration of this the Tutor, Nursing Refresher Program will:

Document Name: Position Description – Tutor – Nursing Refresher Program
Document Number: ADM-P187
Revision #3   **NOTE: Revisions to this document can be made following procedures outlined in Document #ADM-P014 – Document Control Policy and Procedures**
Revision Date: August 10, 2017
Approved by: Tom Snell
Page 1 of 7

Professional Code of Conduct

Our success in the workplace is based on how proficient we are at utilizing our knowledge and skills and how effectively we conduct ourselves each day as professionals in satisfying the needs of our internal and external customers, and the goals of our organization. The following list describes many professional behaviours that can help us become more effective. The more skilled we become at applying each of these behaviours, regardless of our position in the organization, the more successful we will become.

1.0 **Professional Approach and Ethical Behaviour**
    1.1   As a professional, demonstrates pride in their work and is honest, moral, ethical, honorable, trustworthy, and acts with integrity
    1.2   Is pleasant, polite, punctual, positive, friendly, smiles, and asks how they may help others
    1.3   Is reliable, responsible, accountable, loyal, engaged, and enthusiastic about their work
    1.4   Is compassionate, caring, and finds meaning and fulfillment in their work
    1.5   Tries to be constructive, pro-active, and acts as a protagonist
    1.6   Contributes to a safe, secure, and environmentally-friendly workplace and world
    1.7   Views adverse experiences as learning opportunities and recovers quickly from such experiences
    1.8   Keeps personal bias out of the workplace, does not use profanity, and respects cultural differences
    1.9   Dresses appropriately for the workplace in a neat, clean, and well-groomed manner
    1.10   Contributes to the organization via volunteering, coaching, and mentoring others
    1.11   Is active in their professional association (where appropriate)

2.0 **Interpersonal Relations and Teamwork**
    2.1   Treats all individuals in an equal, fair, and just manner (does not label, or discriminate against others)
    2.2   Is a good role model and synergistic team member who is personable, sociable, cooperative, collaborative, has a sense of humor, and is well mannered
    2.3   Is considerate and sensitive to others needs and uses tact and diplomacy when required
    2.4   Is respectful, courteous, and sincere (does not belittle, intimidate, or insult others)
    2.5   Views each client, patient, student, customer, and coworker as a valued customer whose needs must be satisfied before they or their organization can succeed
    2.6   Is available, approachable, and may develop close personal relations (avoids romantic situations)
    2.7   Offers support, assistance, is flexible, and helps build a positively connected team and organization
    2.8   Makes allowances for others mistakes by showing empathy, understanding, and forgiveness
    2.9   Is open to constructive criticism, and takes responsibility for one's errors by apologizing, and correcting them
    2.10   Avoids conflicts of interest and respects others' workspace and privacy (e.g. FOIP)
    2.11   Seeks help from others and offers help to others to become more efficient and effective

3.0 **Self-Concept and Confidence**
    3.1   Projects a positive self-concept and feels internally confident, yet does not dominate interactions
    3.2   Functions well in ambiguous situations
    3.3   May assume responsibility and leadership when required yet remains humble and gracious at all times
    3.4   Demonstrates self-efficiency by following through on commitments in order to achieve outcomes
    3.5   Considers themselves equal to others and demonstrates such in their interactions

4.0 **Communication**
    4.1   Demonstrates effective listening, speaking, and writing skills
    4.2   Helps to keep team members informed of changes in the department and/or organization

Document Name: Position Description – Tutor – Nursing Refresher Program
Document Number: ADM-P187
Revision #3   **NOTE: Revisions to this document can be made following procedures outlined in Document #ADM-P014 – Document Control Policy and Procedures**
Revision Date: August 10, 2017
Approved by: Tom Snell
Page 2 of 7

4.3 Develops more effective ways to improve verbal and non-verbal communication (e.g. tone of voice)
4.4 Respects others privacy and confidentiality (does not engage in gossip)
4.5 Maintains emotional control and encourages others to do the same
4.6 Deals with difficult situations and sensitive issues in a professional manner
4.7 Avoids engaging in disagreements and arguments in public. Seeks assistance when necessary.
4.8 Follows the organization's technology use policy

5.0 Life-Long Learning and Professional Development
5.1 Continues to increase their knowledge and skills to become more competent (e.g. credit courses, workshops, seminars, conferences, professional books, journals)
5.2 Shares newly developed approaches based on leading edge research
5.3 Monitors changes and makes or recommends needed adjustments
5.4 Keeps informed about changes affecting their profession, department, organization, and industry
5.5 Acknowledges when they do not know something and seeks to increase their competence

6.0 Problem Solving/Decision Making
6.1 Either individually or within a team, identifies work-related and customer-based problems/challenges
6.2 Helps others to view problems and concerns as challenges and even opportunities
6.3 Seeks input from those affected by work-related or customer-based problems
6.4 Is more effective when they actually identify the problem as opposed to a symptom
6.5 Assesses and analyzes problems by using such techniques as brainstorming, nominal group technique, Delphi technique, reframing, and lateral thinking
6.6 Objectively determines the most efficient and effective solution to each problem/challenge
6.7 Tries to make fair and just decisions that contribute to the common good
6.8 Effectively implements solutions in a timely manner
6.9 Monitors and evaluates solutions and takes further corrective action as needed

7.0 Creative Thinking and Innovation
7.1 Is more creative by asking 'why' and more innovative by asking 'what if'
7.2 Takes calculated risks and is willing to recommend and/or initiate change

8.0 Negotiating or Conflict Resolution
8.1 Identifies customer or employee issues when a conflict first arises by listening to and determining their wants, needs, and concerns.
8.2 Effectively uses conflict resolution and problem solving techniques
8.3 Effectively negotiates and helps others resolve issues in conflict by focusing on facts and not emotions
8.4 Turns to qualified professionals to resolve situations involving harassment, bullying, or violence

9.0 Organizational and Time Management Skills
9.1 Practices one-touch policy by taking immediate action to solve simpler challenges (e.g. does not put paper, emails, etc. in piles) and develops a plan to take action on more complex challenges
9.2 Uses electronic calendar to plan regularly occurring daily, monthly, and yearly meetings and activities
9.3 Maintains an organized office, desk, files, documents, and working environment
9.4 Is prepared in advance for appointments and meetings (meeting etiquette)
9.5 Sets SMART individual and/or team goals by completing assignments, reports, etc. in an accurate and timely manner (does not procrastinate)
9.6 Lets others know if they are unable to meet a commitment, must change a priority, or needs help

10.0 Stress Management

10.1 Maintains composure under pressure and draws on their internal strength to succeed during difficult times

10.2 Effectively deals with negative situations in a positive manner

10.3 Maintains a balance between personal and professional life

10.4 Maintains a positive, focused, and more productive environment by reducing negative stress

11.0 Leadership Style

11.1 Effectively contributes to the organization's vision, mission, directions, goals, and Code of Conduct

11.2 Encourages others to adopt a positive leadership style (does not use threats or punishment)

11.3 Stimulates interest and enthusiasm on the part of others and contributes to positive employee morale

11.4 Coaches, advises, mentors, and counsels others where appropriate

11.5 Motivates others to achieve their intrinsic and extrinsic rewards through recognition, praise, and where possible through empowerment

11.6 Brings out the best in others which helps them channel their energy and experience greater satisfaction

11.7 Seeks new opportunities or approaches that will increase customer satisfaction, respect, and loyalty

11.8 Networks with others outside the organization and builds relationships that will benefit the organization

11.9 Bases leadership practice on collective vision, beliefs, as well as professional attitude and values

11.10 Builds a sense of shared values that bind others to a common cause and/or direction

11.11 Encourages and promotes a culture based on trust and respect

12.0 Performance

12.1 Continually seeks new ways to more efficiently and effectively perform their duties and responsibilities which contributes to the financial success of the organization, and as a result, also increases job security

12.2 Is committed to continuous improvement in the quality of goods/services their customer/patient/client/student experience

12.3 Contributes to the long-term growth and success of the organization by providing such outstanding customer service that current customers refer new customers on an ongoing basis

12.4 Firmly believes that only when each internal and external customers succeed, will they succeed

Specific Roles and Responsibilities

13.0 Occupational Health and Safety Management

13.1 All employees are responsible to be familiar with the College's Occupational Health and Safety policies and regulations and their responsibility related to said documents.

13.2 All employees are to become familiar and maintain familiarity with the College Emergency Response Plans and their roles and responsibilities when an emergency occurs.

13.3 Designated employees are responsible to maintain their training in such areas as First Aid and Cardio Pulmonary Resuscitation.

13.4 Each employee should be a participant in emergency response simulation, table top discussions, and/or team meetings related to the subject.

13.5 Employees are to take corrective action when they experience an incident or near miss and report this situation on an Incident Report form.

13.6 Each employee shall work in a safe manner, be safety conscious on the job and cooperate with other employees by following the health and safety rules of the College.

13.7 Ensure a job-specific orientation is provided for all new or transferred staff.

13.8 Ensure all staff affected receive appropriate training when new equipment or procedures are introduced.

13.9 Review staff training needs on a regular basis.

13.10 Ensure all staff are adequately qualified, suitably trained and with sufficient experience to perform work without or with only a minimal degree of supervision.

14.0 Business Planning, Budgets, and Corporate Reporting

14.1 Submit accurate, realistic and achievable three-year business plans.

14.2 Provide accurate and timely documents and reports.

14.3 Effectively manage approved expenditures.

14.4 Achieve or exceed enrollment/revenue goals.

14.5 Achieve or exceed customer satisfaction goals.

14.6 Achieve or fall below expense goals.

14.7 Contribute to effective marketing plans for the program/department and College.

14.8 Develop and execute an effective yearly planner for program or department.

14.9 Select, train, and develop highly effective team members.

14.10 Maintain up-to-date program/department policies, procedures, forms and documents.

14.11 Contribute to an effective program/department and college calendar.

14.12 Contribute to the annual review of the customer satisfaction survey results.

14.13 Provide reports to supervisor and accreditation, licensing (and/or sponsoring, contracting), authorities.

15.0 Program Delivery and Development

15.1 Continually assess the effectiveness of each course and the program as a whole.

15.2 Continue to improve the course delivery schedule.

15.3 Ensure that the generic skills employers want have been effectively integrated into all courses and program materials.

15.4 Offer, where appropriate, an effective cooperative education course.

15.5 Provide effective job search techniques course.

15.6 Assess and where needed counsel facilitators after each course.

15.7 Work with team members to improve the effectiveness of the program or department.

15.8 Meet at least once or twice annually with Board of Advisors.

15.9 Make changes to program/department to respond to the changing needs of employers, receiving institutions, and students.

15.10 Ensure that the total hours of facilitator-led classes, as contracted with students or sponsoring bodies, is available to students.

16.0 Student/Customer Focus

16.1 Utilize the organization's student selection procedures.

16.2 Maintain up-to-date student transcripts, records, reports and files.

16.3 Monitor individual student progress and ensure appropriate counsel is provided.

16.4 Continually monitor and improve the satisfaction level of students.

16.5 Ensure the provision of needed assistance to each student in obtaining employment or acceptance into an educational program.

16.6 Maintain up-to-date class lists, final grades, graduation results, and follow-up employment results.

16.7 Continue to constantly improve the success of program graduates.

16.8 Constantly seek advice from employers/receiving institutions on how to develop more recognized graduates.

17.0 Convocation Ceremonies

17.1 Assist with leadership as it relates to convocation ceremonies.

17.2 Assist with the preparation for the annual convocation ceremonies for entire college.

17.3 Assist with development and implementation procedure and policies for convocation.

Document Name: Position Description – Tutor – Nursing Refresher Program
Document Number: ADM-P187
Revision #3   NOTE: Revisions to this document can be made following procedures outlined in Document #ADM-P014 – Document Control Policy and Procedures
Revision Date: August 10, 2017
Approved by: Tom Snell
Page 5 of 7

18.0 Regular Coordination Duties
18.1 Contribute to the effective review and modification – where appropriate – of all Nursing Refresher Program materials and department documents annually or as required.
18.2 Liaise with active students and past graduates on day-to-day issues as they arise.
18.3 Coach and provide leadership for other program personnel.
18.4 Maintain strong working relationships with program facilitators to understand how and support their facilitational needs.
18.5 Supervise and mentor new facilitators.
18.6 Work with Student Admissions to ensure suitability of candidates for the Nursing Refresher Program.
18.7 Ensure all students registered as students of Columbia College Nursing Refresher Program are aware of all policies, procedures and regulations of program and college.
18.8 Based upon the information provided by facilitators on student grades and on preceptors for student clinical evaluations, it is determined whether or not a student qualifies for a completion of Nursing Refresher Program.
18.9 Deal with any appeals respecting item (21.8) above, for example, any grade disputes will be managed by Columbia policies and regulations.
18.10 Ensure that upon completion of the Nursing Refresher Program by each successful student, the student will be granted a Certificate of Achievement.
18.11 Report the status of each participant to Program Chair at the conclusion of the semester or earlier if necessary.
18.12 Coordinate communication meetings with facilitators and provide minutes of said meetings to Program Chair.
18.13 Ensure the necessary nursing lab supplies, books and learning materials are available for program facilitators.
18.14 Coordinate practicum placements for students with CHR and other suitable facilities.
18.15 Supervise and mentor facilitators, and facility preceptors in practicum setting.
18.16 Stay informed of current curriculum and flag any necessary changes in regards to current clinical practices and evidence based practice.
18.17 Revise and develop delivery methods as necessary.

19.0 Administrative Duties
19.1 Review/edit/assist to develop current program related documents.
19.2 Complete required or assigned printing and copying jobs for the program and program chair.
19.3 Order student textbooks related to the program.
19.4 Enter/edit/review data in CRS related to students and/or program.
19.5 Prepare/monitor/submit grade/attendance sheets to the Registrar's office.
19.6 Ensure all grade/attendance sheets are completed and collected from the facilitators and delivered to the Registrar's office at the end of the semester.
19.7 Prepare cohort semester course/student/facilitator lists for Registrar's office.
19.8 Prepare Customer Satisfaction Survey semester requests for Registrar's office.

20.0 Program Specific Duties
20.1 Explain to the student the goals and objectives of the course, what is expected, the content to be covered, as well as the assignments, exams and clinical experiences that are required.
20.2 Support, advise, counsel, and facilitate the learning process.
20.3 Regarding the theory courses, address the following areas:
    20.3.1 Provide the mandatory program (information) session to all new students.
    20.3.2 Be knowledgeable in the course content and its application to nursing practice.
    20.3.3 Assist students in understanding the content.
    20.3.4 Provide suggested resources.
    20.3.5 Provide guidance to students in studying for examinations.
    20.3.6 Provide constructive feedback on exams which highlights areas of strength and gives direction to improving weaker areas.
    20.3.7 Be available (phone or email) for questions regarding content and exams. Availability times should be at least twice per week and preferably more. It is

Document Name: Position Description – Tutor – Nursing Refresher Program   Revision Date: August 10, 2017
Document Number: ADM-P187   Approved by: Tom Snell
Revision #3   **NOTE: Revisions to this document can be made following procedures outlined in Document #ADM-P014 – Document Control Policy and Procedures**   Page 6 of 7

expected that phone/email contact is returned within 2 days, and exam marks are returned within 5 days.

        20.3.8 Maintain regular telephone contact with the students. Minimum tutor-initiated contact of three times per course may be indicated. However, the more often you contact students, the more likely they are to succeed and remain in the program.

        20.3.9 Advise students regarding dates for withdrawal from courses, whether extensions are available, and the procedures for obtaining an extension.

        20.3.10 Initiate contact with the Program Chair when special problems arise.

        20.3.11 Maintain student records and raw scores for exams.

        20.3.12 Submit grades to college and university within deadlines.

        20.3.13 Provide information to the university for revisions to course materials and exams.

20.4   Regarding the clinical placement, address the following areas:

        20.4.1 Establish a clinical placement for the student.

        20.4.2 Orient the agency educational contact people to the Nursing Refresher Program.

        20.4.3 Orientate preceptors to their roles within the Nursing Refresher Program.

        20.4.4 Orientate students to the clinical experience.

        20.4.5 Monitor the student's clinical experience by maintaining contact with the student and preceptor.

        20.4.6 Contact the Program Chair if problems arise.

        20.4.7 Mark the student's written reflective assignment.

        20.4.8 Submit a final grade for the clinical experience to the Program Chair.

20.5   In addition, the Tutor may be assigned the following functions:

        20.5.1 Assess agencies for clinical placements.

        20.5.2 Orientate educational contact people to the Nursing Refresher Program.

        20.5.3 Plan and individualize clinical experience in consultation with the Central Office.

        20.5.4 Liaise with other departments such as the Student Disability Centre at Grant MacEwan University or the LRC (Learning Resource Centre).

Document Name: Position Description – Tutor – Nursing Refresher Program   Revision Date: August 10, 2017
Document Number: ADM-P187   Approved by: Tom Snell
Revision #3   **NOTE: Revisions to this document can be made following procedures outlined in Document #ADM-P014 – Document Control Policy and Procedures**   Page 7 of 7