

Baptist Health Lexington's Career Coach Job Description

SUMMARY OF POSITION

"Developing career opportunities within an organization decreases recruitment and orientation costs, enables rapid transition to new positions, provides a cultural fit with the workplace, attracts talented individuals to the organization and increases retention of employees." (Coonan, 2005; Redman, 2006 & Cadmus, 2006)

Quote from introduction to The Nursing Leadership Succession Map (NLSM): A Pilot Study, K. Hill, et.al at CBH, 2007

CAREER COACH/COUNSELOR/CONSULTANT

A Career Coach (counselor/consultant) is a position that can facilitate individuals with a career plan within an organization's structure, which is mutually beneficial and supportive to both the individual advancing on a planned career path as well as the organization's goal for leadership development and succession planning.

RECOMMENDED QUALIFICATIONS

- Excellent verbal and written communication skills
- Knowledge of leadership competencies as identified by the organization
- Networking ability with others in the organization to identify career opportunities for participants to be mentored or advance educationally
- Background of professional development opportunities within the organization to assist with the transitioning of individuals to new positions within the organization
- Flexibility with time schedule to meet with participants that is mutually convenient
- Recognition of the need to balance the organization's needs with personal, professional aspirations of the employee

MAJOR INDICATORS

- Professional development
- Retention
- Work satisfaction
- Commitment to the organization
- Improved competency
- Advancement/movement within the organization

Baptist Health Lexington's

Career Coach Job Description (cont.)

PROCESS

A career coach works with an individual employee to assess personal goals and professional skills in order to assess, develop, and plan for the employee's future career path. The plan should be in keeping with realistic and meaningful goals for the employee and mutually compatible with the organization's mission and strategic planning.

RECOMMENDED ACTION STEPS

- Set up an initial interview with employee at the request of the employee (1 hour)
- Review nursing career goals, level of experience, and educational preparation. Document an action plan
- Establish a follow-up meeting within one month (if feasible) to review data and begin discussing a plan relative to the employee's career goals
- Update the employee's journal documentation form, keeping in mind the balance necessary for personal/family life, as well as financial resources needed
- Determine resources needed and set meetings accordingly to discuss
- Decide if a mentor should be assigned to the employee and network to find appropriate person for matching the employee's career exploration opportunities (i.e., a shadowing experience might be offered)
- Periodically, meet with the employee and/or email to update plan and determine interventions, outcomes and resources offered (both educational and collegial)
- 6 months after initial meeting, have follow-up session to evaluate and give feedback to the employee. Discuss the progress and determine if there are further modifications for the career advancement plan
- Include managers/supervisors if acceptable to the employee, the employee's desire for future career path choices

GENERAL CONSIDERATIONS FOR SUCCESS

- Support from nursing leadership including CNO. Supports general understanding and "buy-in" throughout the organization regarding the purpose of the program
- Strictly voluntary for the nurse employee but with "gentle encouragement" if a need is identified
- Meeting times should be available during nurse's workday schedule (very important to have support of manager for this and coverage during meeting time)
- Career coach needs to be flexible with personal schedule and needs a private meeting space, close to the unit
- Email is an important supplemental communication tool
- Develop appropriate documentation forms and maintain a folder for each nurse
- Know and offer appropriate resources
- Tap appropriate support persons for shadowing or future mentoring