

## UW HEALTH JOB DESCRIPTION

### Staffing Coordinator

Job Code: 310039	FLSA Status: Non-Exempt	Mgt. Approval: C. Allen/L. Wannebo	Date: October 2022
Department: Nursing – Resource Center & Per Diem & Clinics - Float Staff		HR Approval: K. Fleming/J. Olson	Date: October 2022

### JOB SUMMARY

The Staffing Coordinator, in collaboration with leadership, is responsible for creating and updating staffing plans through maximizing resource efficiency and staff allocations. The Staffing Coordinator works to assure an appropriate staffing plan is in place given the available resources and will communicate plans to Care Team Leaders (CTLs), leadership, and other staff as appropriate. The Staffing Coordinator is responsible for the intake and documentation of unexpected absences within applicable areas as well as communication with the appropriate area about the absences so staffing assignments can be adjusted as needed. The Staffing Coordinator works to ensure needs are met by coordinating and adjusting staffing plans in a timely manner.

This position also provides support to leadership/operations with tasks including but not limited to staff scheduling, assisting with New Employee Orientation/onboarding, running and maintaining reports, monitoring payroll, etc. To best support nursing leadership/operations, this position may have regular access to confidential information as it relates to employee attendance, department budgets, and/or employer to employee relationships.

### MAJOR RESPONSIBILITIES

- Allocates time appropriately to effectively handle multiple priorities and varying workload in a fast-paced environment.
- Creates staffing plans to include staff rounding and communication with leadership and other staff related to staffing and acuity. Communicates specific assignments to staff.
- Collaborates with leadership and references the staffing playbook/guidelines for creation of staffing plans in the event of having extra staff and/or the need for contacting individuals about staffing needs/shortages.
- Works collaboratively with department Clinical Operations Assistants (COAs)/leaders to arrange orientation of staff, including setting up orientation schedules.
- Provides exceptional customer service, showing respect in every interaction and building trust; demonstrates adherence to the Respect for People commitments.
- Enters, monitors, and reports departmental data and information as needed or requested.
- Takes personal accountability for completing assigned tasks and seeks new opportunities to provide high-quality work/service.
- Acts as a resource, responds to questions, and provides support to department staff as it relates to payroll, time off, policies, procedures, education, and scheduling.
- Works as a team player in a diverse workforce and looks for ways to improve interactions with all co-workers, contributing to a welcoming and helpful environment.
- Identifies, documents, and provides feedback to management on issues that are observed as having an impact on operations and employees.
- In partnership with department leadership, coordinates administrative tasks, including preparation of reports, researching issues, and providing assistance in updating policies, procedures, manuals, and administrative tools.
- Other duties as assigned

**ALL DUTIES AND REQUIREMENTS MUST BE PERFORMED CONSISTENT WITH THE UW HEALTH PERFORMANCE STANDARDS.**

### JOB REQUIREMENTS

Education	Minimum	High School diploma or equivalent
	Preferred	Associate degree in Business Administration, Healthcare, or related field
Work Experience	Minimum	One (1) year of experience in an administrative support role or customer service-related field
	Preferred	<ul style="list-style-type: none"> <li>• Three (3) years of experience in an administrative support function</li> <li>• Previous experience in a healthcare setting</li> </ul>
Licenses & Certifications	Minimum	
	Preferred	

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Required Skills, Knowledge, and Abilities	<ul style="list-style-type: none"> <li>• Excellent verbal and written communication skills</li> <li>• Excellent computer skills. Experience with word processing, database, and spreadsheet software programs.</li> <li>• Must independently recognize and evaluate situations for the level of urgency.</li> <li>• Experience in providing a high level of customer service</li> <li>• Strong emotional intelligence and empathy</li> <li>• Must be detail oriented and accurate.</li> <li>• Ability to multi-task and prioritize tasks</li> <li>• Displays an aptitude and willingness to learn new responsibilities</li> <li>• Flexible and innovative</li> <li>• Dependable and reliable in achieving goals</li> </ul>
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### AGE SPECIFIC COMPETENCY (Clinical jobs only)

Identify age-specific competencies for direct and indirect patient care providers who regularly assess, manage and treat patients.

**Instructions:** Indicate the age groups of patients served either by direct or indirect patient care by checking the appropriate boxes below. Next,

<input type="checkbox"/> Infants (Birth – 11 months)	<input type="checkbox"/> Adolescent (13 – 19 years)
<input type="checkbox"/> Toddlers (1 – 3 years)	<input type="checkbox"/> Young Adult (20 – 40 years)
<input type="checkbox"/> Preschool (4 – 5 years)	<input type="checkbox"/> Middle Adult (41 – 65 years)
<input type="checkbox"/> School Age (6 – 12 years)	<input type="checkbox"/> Older Adult (Over 65 years)

### JOB FUNCTIONS

Review the employee's job description and identify each essential function that is performed differently based on the age group of the patient.

### PHYSICAL REQUIREMENTS

**Indicate the appropriate physical requirements of this job in the course of a shift.** *Note: reasonable accommodations may be made available for individuals with disabilities to perform the essential functions of this position.*

Physical Demand Level	Occasional Up to 33% of the time	Frequent 34%-66% of the time	Constant 67%-100% of the time
<input checked="" type="checkbox"/> <b>Sedentary:</b> Ability to lift up to 10 pounds maximum and occasionally lifting and/or carrying such articles as docket, ledgers and small tools. Although a sedentary job is defined as one, which involves sitting, a certain amount of walking and standing is often necessary in carrying out job duties. Jobs are sedentary if walking and standing are required only occasionally and other sedentary criteria are met.	<b>Up to 10#</b>	<b>Negligible</b>	<b>Negligible</b>
<b>Light:</b> Ability to lift up to 10 pounds maximum and occasionally lifting and/or carrying such articles as docket, ledgers and small tools. Although a sedentary job is defined as one, which involves sitting, a certain amount of walking and standing is often necessary in carrying out job duties. Jobs are sedentary if walking and standing are required only occasionally and other sedentary criteria are met.	<b>Up to 20#</b>	<b>Up to 10#</b> or requires significant walking or standing, or requires pushing/pulling of arm/leg controls	<b>Negligible</b> or constant push/pull of items of negligible weight
<b>Medium:</b> Ability to lift up to 50 pounds maximum with frequent lifting and/or carrying objects weighing up to 25 pounds.	<b>20-50#</b>	<b>10-25#</b>	<b>Negligible-10#</b>
<b>Heavy:</b> Ability to lift up to 100 pounds maximum with frequent lifting and/or carrying objects weighing up to 50 pounds.	<b>50-100#</b>	<b>25-50#</b>	<b>10-20#</b>
<b>Very Heavy:</b> Ability to lift over 100 pounds with frequent lifting and/or carrying objects weighing over 50 pounds.	<b>Over 100#</b>	<b>Over 50#</b>	<b>Over 20#</b>
List any other physical requirements or bona fide occupational qualifications:			

Note: The purpose of this document is to describe the general nature and level of work performed by personnel so classified; it is not intended to serve as an inclusive list of all responsibilities associated with this position.