

## UW HEALTH JOB DESCRIPTION

### Emergency Department Coordinator Lead

Job Code: 440101

FLSA Status: Non-Exempt

Mgt. Approval: L. Hellenbrand

Date: December 2020

Department: Emergency Services

HR Approval: J. Olson

Date: December 2020

#### JOB SUMMARY

The Emergency Department Coordinator (EDC) Lead oversees the daily operations of the Emergency Department Coordinators, particularly during the absence of Emergency Department leadership. This individual will be responsible for ensuring the effective operation of the day-to-day activities of the Emergency Department Coordinator team including planning, organizing, scheduling, and controlling the department workload. The EDC Lead is proficient in the practices, procedures, and technical aspects of the Emergency Department and is responsible for advanced level work involving all aspects and duties of the Emergency Department Coordinators. The incumbent is expected to perform work assigned independently.

This position acts as one of the principal contacts for Emergency Department Coordinators for problem solving and resolution of any concerns related to their duties while on shift. The Lead also provides leadership to the Emergency Department Coordinators and works closely with the Supervisor to ensure the needs of the department and the team are met.

The Emergency Department Coordinator Lead provides orientation and training for new and existing Emergency Department Coordinators. This individual is responsible for developing training checklists and materials, proficiency assessments, and quality assurance tools. The Lead, functioning as the Emergency Department Coordinator technical expert, will actively participate in quality improvement activities and assist with special projects as needed. Problems encountered at this level are more complex and are of moderate to high level of difficulty.

This person will identify areas for improvement with regard to department policies and procedures and will develop plans for improving the quality of these processes.

#### MAJOR RESPONSIBILITIES

##### Leadership

- Assist with staffing calendars/seating schedules and changes as needed.
- Provide timely performance improvement feedback and coaching. Escalate inappropriate employee behavior or inadequate work performance to the Supervisor.
- Respond to employee questions/concerns on an individual basis as needed.
- Participate in on-call rotation for off-hours staffing issues, escalations, and staff questions.

##### Implementation of Policies and Procedures

- Recommend and implement policies and procedures for the department.
- Monitor adherence to policies and established procedures. Propose methods which assure effective execution of program responsibilities.
- Update policy and procedure manuals as required. Apprise staff of changes.

##### Operational Duties

- Monitor department dashboards to help prioritize and redistribute daily work.
- Investigate errors and follow up with staff regarding errors and improvements to be made. Track common issues and provide training to staff to prevent the issue from reoccurring.
- Consistently monitor phone statistics to properly assign staff to maintain acceptable response levels. Review historical reports to identify and adjust for peak periods.
- Gather and enter departmental and program-specific productivity and quality of service statistics from various reporting systems.
- Must be able to perform duties of Emergency Department Coordinator staff and provide back-up coverage when needed.
- Serve as a knowledge expert and information source for staff. Maintain a solid understanding and knowledge of Emergency Department Coordinator workflows.
- Serve as an escalation point for patient issues and questions. Assist staff with complex and disgruntled patient situations requiring intervention from a higher authority.
- Participate in process improvement teams as assigned. Assist with upgrades and usability testing.

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- Foster an environment that is committed to customer service for patients and all other organizational contacts. Act as contact person for patient complaints and identify root causes of the complaints. Educate staff in projecting the correct professional presentation and image.

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

### JOB REQUIREMENTS

Education	Minimum	High School Diploma
	Preferred	<ul style="list-style-type: none"> <li>Associates degree in a relevant subject area such as Business, Healthcare Administration, or related major</li> <li>EMS/EMT</li> </ul>
Work Experience	Minimum	Two (2) years of experience in an Emergency Department or clinic operations role -or- One (1) year of experience in an Emergency Department, plus one (1) year of demonstrated leadership experience
	Preferred	Three (3) years of experience in an Emergency Department or clinic operations role with progressive leadership responsibilities
Licenses & Certifications	Minimum	
	Preferred	
Required Skills, Knowledge, and Abilities		<ul style="list-style-type: none"> <li>Microsoft Windows application knowledge (Excel, Word, PowerPoint, Outlook)</li> <li>Excellent verbal and written communication skills</li> <li>Self-motivation, initiative, and decision making skills</li> <li>Effective interpersonal skills which foster a team approach to problem solving and ensure a high degree of customer satisfaction and service</li> <li>Ability to act professionally, efficiently, and independently with minimal supervision</li> <li>Must be detail oriented and accurate</li> <li>Demonstration of service excellence and the ability to incorporate the mission and core values into daily activities</li> <li>Ability to maintain a positive attitude</li> <li>Ability to prioritize multiple projects and requests</li> <li>Experience with Epic EMR is highly desired</li> <li>Customer service driven with the ability to effectively promote positive customer service while working in a highly stressful and complex environment</li> <li>Ability to quickly assess an emergent situation and provide issue resolution and de-escalation</li> <li>Skilled communication and interviewing techniques</li> <li>Excellent public relations skills including the ability to speak calmly and clearly during an emergency</li> </ul>

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

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### 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.*

<b>Physical Demand Level</b>	<b>Occasional</b> Up to 33% of the time	<b>Frequent</b> 34%-66% of the time	<b>Constant</b> 67%-100% of the time
<b>X</b> <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