

UW HEALTH JOB DESCRIPTION

Supply Chain Improvement Specialist

Job Code: 460001	FLSA Status: Exempt	Mgt. Approval: N. Wilke	Date: October 2022
Department: Supply Chain – Administration		HR Approval: S. Whitlock	Date: October 2022

JOB SUMMARY

The Supply Chain Improvement Specialist will have overall responsibility for the implementation, continual enhancement, and maintenance of the Supply Chain and Support Services Division improvement process in accordance with the UW Health Way, our leadership framework. This individual will utilize the UW Health Way, which provides a set of guiding principles and an organizational structure for improvement work. They will help guide the Division to improve outcomes and create an education program tailored to the varied needs of Supply Chain and Support Services. The individual is also responsible for advancing UW Health's culture of continuous improvement through effective deployment of the UW Health Way. This will enable the Supply Chain and Support Services Division to achieve sustained quality improvement in foundational competencies and strategic domains.

In addition, the Specialist is responsible for monitoring project goals and milestones, achieving sustainable positive outcomes from improvement work, and for identifying opportunities to spread standardized best practices. The Specialist will work closely with leaders across Supply Chain and Support Services to understand strategic direction and priorities to develop programs to meet current and emerging requirements. The individual is expected to serve as an expert resource in their area of competence and subject matter expertise. The position requires a high degree of initiative, individual judgment, and decision making as well as knowledge of the processes and procedures of the operating areas within the Supply Chain and Support Services Division of UW Health.

The Supply Chain Improvement Specialist is also responsible for providing professional-level analytical and project management expertise by supporting business and program planning, plan implementation, reporting, operational improvement, and ongoing change management. This position is responsible to engage with a wide variety of stakeholders as a facilitator and to define scope and develop, implement, and support analytic solutions and deliverables which support organizational as well as Divisional objectives.

MAJOR RESPONSIBILITIES

Leadership/Coach

- Partner with Supply Chain and Support Services leadership to achieve strategic plans, goals, and objectives of the organization and department(s).
- Serves as a coach and advisor to front-line staff, supervisors, managers, and directors in developing and adhering to standard work and process improvement methodologies.
- Provide mentoring, development, and demonstration of UW Health Way standards for Supply Chain and Support Services leaders and front-line staff.
- Oversee collaborative learning sessions, including curriculum content, agenda planning and all session materials and logistics.

Process Improvement

- Lead continuous improvement efforts to be built into processes. Lead cross-functional teams and garner leadership collaboration as needed.
- Engages leadership and other stakeholders in continuous improvement of systems and processes
- Monitor team performance and work collaboratively with organization partners to support teams to be successful.

Facilitator

- Efficiently plan and facilitate meetings of varied participants using standard meeting management tools and techniques.
- Manage and facilitate complex decision-making processes with multiple stakeholders to reach consensus.

Project Manager

- Utilize project management tools and principles to define and manage project scope and document timelines and deliverables.

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- Act as a liaison between the project team and applicable departments to guarantee project deliverables are completed on time and with high quality.
- Proactively manage changes in project scope, identify potential project obstacles, and devise contingency plans.
- Facilitate effective and sustainable transitions to process owners upon project completion.

Change Manager

- Interprets impact of broad scope organizational change for staff and develops change strategies for successful implementation.
- Communicate and present process changes, enhancements, and modifications to management and front-line staff.

Data Analyst

- Seeks first to understand and then drives root cause analysis to actionable results leveraging a high degree of technical skills, analytical competencies, and outstanding communication skills.
- Lead business analysis tasks for project initiatives: compile and analyze data, propose solutions, and design future business processes.
- Prepares and delivers reports to operational leadership outlining progress toward meeting goals and objectives.

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

JOB REQUIREMENTS

Education	Minimum	Bachelor's Degree in Business Administration, Organizational Development, Training & Development, Economics, Healthcare Administration, Public Health, Industrial Engineering, or related field. Experience will be considered in lieu of the educational requirement.
	Preferred	Master's Degree in related field
Work Experience	Minimum	<ul style="list-style-type: none"> • Five (5) years of progressive experience <ul style="list-style-type: none"> - leading interdisciplinary improvement teams - planning, developing, presenting, and evaluating program curriculum, content, and design
	Preferred	Five (5) years of experience within an integrated healthcare system, academic medical center, or large group practice/hospital system
Licenses & Certifications	Minimum	
	Preferred	
Required Skills, Knowledge, and Abilities		<ul style="list-style-type: none"> • Ability to apply systems thinking, identify interdependencies and implications of change, and generate alignment across related initiatives and stakeholders. • Proven ability in managing multiple programs and projects • Excellent interpersonal skills in interactions with all organizational stakeholders. • Excellent customer services skills. • Strong change management skills with superior ability to follow through and manage complex organization level projects. • Ability to lead large-scale change associated with the implementation of a system or workflow change. • Experience developing education programming, including curriculum development, content delivery, and program assessment. • Excellent presentation skills for educating. • Proficiency in Microsoft Office Suite. • Must demonstrate effective communication skills and a collaborative approach to problem solving. • Ability to work with UW Health leaders across disciplines and clinical departments in inpatient and outpatient settings. • Experience applying quality improvement methods and tools.

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	<ul style="list-style-type: none"> • Experience developing and implementing program evaluations with the ability to use data to make continuous program improvements and drive decision making. • A valid Wisconsin driver's license, vehicle transportation, and current auto insurance are required. • Shared values of integrity, excellence, innovation, respect, and accountability. • Effective analytical ability to develop and analyze options, recommend solutions, and solve complex problems and issues. • Excellent skills and experience in five (5) or more data/analytics competencies in domains including subject matter expertise, analytic methods and tools, business intelligence, data management, data architecture, analysis and critical thinking skills, data governance, analytics education/learning, ontology, and meta data.
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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,

	Infants (Birth – 11 months)		Adolescent (13 – 19 years)
	Toddlers (1 – 3 years)		Young Adult (20 – 40 years)
	Preschool (4 – 5 years)		Middle Adult (41 – 65 years)
	School Age (6 – 12 years)		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
X Sedentary: Ability to lift up to 10 pounds maximum and occasionally lifting and/or carrying such articles as dockets, 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.	Up to 10#	Negligible	Negligible
Light: Ability to lift up to 20 pounds maximum with frequent lifting and/or carrying of objects weighing up to 10 pounds. Even though the weight lifted may only be a negligible amount, a job is in this category when it requires walking or standing to a significant degree.	Up to 20#	Up to 10# or requires significant walking or standing, or requires pushing/pulling of arm/leg controls	Negligible or constant push/pull of items of negligible weight
Medium: Ability to lift up to 50 pounds maximum with frequent lifting/and or carrying objects weighing up to 25 pounds.	20-50#	10-25#	Negligible-10#
Heavy: Ability to lift up to 100 pounds maximum with frequent lifting and/or carrying objects weighing up to 50 pounds.	50-100#	25-50#	10-20#
Very Heavy: Ability to lift over 100 pounds with frequent lifting and/or carrying objects weighing over 50 pounds.	Over 100#	Over 50#	Over 20#
Other - list any other physical requirements or bona fide occupational qualifications not indicated above:			

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.