

# UW HEALTH POSITION DESCRIPTION

<b>POSITION SPECIFICS</b>			
<b>Title:</b> VP/Ambulatory Chief Nursing Officer & Nursing Support Services		<b>Department/Number:</b> Executive	
<b>Reports to:</b> Chief Nurse Executive		<b>Position Number:</b>	<b>PD Status:</b> Approved
<b>Job Code:</b> 108007	<b>FLSA Status:</b> Exempt	<b>FTE:</b> 1.0	<b>Pay Grade:</b> Exec
<b>Manager Approval:</b> R Jackson <b>Date:</b> May 2024		<b>HR Approval:</b> C Richard <b>Date:</b> May 2024	
<b>POSITION SUMMARY</b>			
<p>Provides overall administration, direction, coordination, and evaluation of the ambulatory nursing practice and nursing support services functions and activities of UW Health and is specifically responsible for the following areas:</p> <ul style="list-style-type: none"> <li>• Nursing Quality &amp; Safety</li> <li>• </li> <li>• Ambulatory and inpatient Coordinated Care</li> <li>• Emergency Education &amp; Clinical Simulation</li> <li>• Ambulatory and inpatient Nursing Professional Development and Patient Education. Clinical Research Unit (CRU) at UH and East Park Medical Center</li> <li>• Nursing Practice Oversight over Ambulatory Services.</li> </ul> <p>Under general direction from the Chief Nurse Executive, the VP/Ambulatory Chief Nursing Officer (CNO) &amp; Nursing Support Services will ensure ambulatory nursing practice and nursing support services listed above are integrated into the overall strategic goals of Nursing and Patient Care Services and the UW Health mission of patient care, education, research, and community service. In addition, the VP/Ambulatory CNO &amp; Nursing Support Services will be expected to work closely and collaboratively with the School of Nursing, physicians, ambulatory, nursing and patient care services and UW Health ancillary departments.</p> <p>UW Health is committed to the highest standard of customer service principles for its patients, visitors, and staff members. Staff will serve as role models by practicing exemplary behaviors when working with patients, visitors, and fellow staff members.</p>			
<b>MAJOR RESPONSIBILITIES</b>			
<p><u>Administrative Leader</u></p> <ul style="list-style-type: none"> <li>• Provide overall leadership, direction and coordination of operations, finances, space, and human resources for all operating areas within range of responsibility.</li> <li>• Develop and/or implement appropriate institutional policies and procedures to enhance efficient and effective operations and delivery of services within areas of responsibility.</li> <li>• Translate strategic plans and budget targets into operational action plans which guide resource allocation and the coordination and direction of personnel; direct operations in areas of responsibility to achieve the annual operating plan.</li> <li>• Provide leadership, guidance, support, and direction to the department managers/directors within range of responsibility in their fiscal care efforts to ensure optimal use of resources and provide effective service.</li> <li>• Effectively lead and administer the following responsibilities and activities:               <ul style="list-style-type: none"> <li>○ Align nursing support services for ultimate effectiveness and efficiencies.</li> <li>○ Develop support services that positively impacts nurses' practice at the bedside and in clinic settings.</li> <li>○ Direct evidence-based practice and research initiatives.</li> <li>○ Develop, implement, and sustain quality initiatives across nursing and patient care services.</li> <li>○ Understand regulatory requirements and assure compliance with standards.</li> <li>○ Align initiatives around the tenants of Magnet to maintain Magnet status.</li> <li>○ Create meaningful educational programs for staff's personal and professional growth development.</li> <li>○ Collaborate in creating a practice environment that is professionally stimulating and healthful.</li> <li>○ Contribute to organization-wide quality improvement initiatives.</li> <li>○ Assure regulatory and professional standards are incorporated into the nursing practice model.</li> <li>○ Assure structures and processes support the development, expansion, and advancement of nursing research.</li> <li>○ Lead the design, implementation and evaluation of applicable nursing policy and protocol across the continuum of care.</li> <li>○ Advance collaborative governance through staff nurse engagement in clinical/nursing initiatives and councils.</li> <li>○ Support advancement recognition for stellar nursing practice.</li> </ul> </li> </ul>			

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### Strategic Planning

- Participate in the development of the institutional strategic plan to ensure accomplishment of the mission and vision of UW Health.
- Guide and direct strategic planning for areas of responsibility, including nursing workforce innovation and design to plan for the future.

### Advisor

- Serves as an advisor and consultant to the Chief Nurse Executive and Chief Ambulatory Officer on matters within areas of responsibility.
- Provides advice and information to the UWHCA Board of Directors on matters within areas of responsibility.

### Educator / Facilitator

- Contributes to the establishment of a learning environment which is conducive to the provision of educational and research experiences to students, house officers, faculty, and staff.
- Supports the educational and professional development opportunities to staff, students, and interns within areas of responsibility.
- Contributes to the institution knowledge of the latest trends, practices and state-of- the-art technology as applicable to assigned areas of responsibility.
- Support the Academic Practice Partnerships (APP).

### External Stakeholders

- Acts as a liaison and representative of the institution pertaining to ambulatory nursing and nursing support services matters with the University of Wisconsin School of Nursing and other relevant individuals and organizations.
- Acts as a liaison and representative of the institution pertaining to areas of responsibility with the UWHCA Board of Directors and UWHCA Committees.

**All duties and requirements must be performed consistent with the UW Health Organizational Performance Standards.**

### **POSITION REQUIREMENTS**

Education	Minimum	Master's degree in Nursing
	Preferred	Doctorate in a related field
Work Experience	Minimum	Seven (7) years of progressively responsible management or supervisory level experience in ambulatory nursing or a nursing support services function
	Preferred	Experience with an academic medical center
Licenses & Certifications	Minimum	Registered Nurse, Licensed in State of Wisconsin or eligible to apply for a Wisconsin nursing license
	Preferred	Recognized certification in nursing leadership or administration
Required Skills, Knowledge, and Abilities		<ul style="list-style-type: none"> <li>• Broad knowledge of modern health care administration, systems, practices, and principles.</li> <li>• Effective leadership abilities                             <ul style="list-style-type: none"> <li>• Record of initiating change and innovation</li> <li>• Strategic thinking, planning, and problem solving</li> <li>• Superior communication skills, both in written and verbal presentation</li> </ul> </li> <li>• Effective human relations abilities to effect collaborative alliances and promote teamwork and ensure a high level of internal and external customer satisfaction and engagement.</li> <li>• Ability to succeed in a complex environment where decision-making may be diffuse and ambiguous.</li> <li>• Demonstrated exemplary presentation skills to engage and motivate organizational stakeholders.</li> <li>• Proven success in developing a large high performing staff, establishing performance standards, and transitioning staff through organizational change, with an emphasis on the ability to recruit and manage a culturally diverse workforce.</li> </ul>

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	<ul style="list-style-type: none"> <li>• A high degree of professionalism and competency dealing with a variety of individuals including physicians, senior executives, hospital administration, and external constituents.</li> <li>• Experience in preparing operating and capital budgets.</li> <li>• An ability to organize and present data in a concise and easily understood manner, often to professionals, physicians, and board members.</li> <li>• Ability to be recognized as a positive change agent.</li> <li>• Proven success as a dynamic and empowering leader who possesses a positive attitude to instill a vision for excellence with innovation and creativity.</li> <li>• Conflict management and resolution skills.</li> <li>• Skilled developer of relationships and partnerships.</li> </ul>
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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.*

Physical Demand Level		Occasional Up to 33% of the time	Frequent 34%-66% of the time	Constant 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 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.	<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:		•		