

## UW HEALTH JOB DESCRIPTION

### LEGAL SERVICES SUPERVISOR

Job Code: 300145	FLSA Status: Exempt	Mgt. Approval: K. Wilson	Date: May 2022
Department: Legal		HR Approval: S. Whitlock	Date: May 2022

#### JOB SUMMARY

The Legal Services Supervisor serves as the leader for programs and initiatives of the Legal Services team across the UW Health Enterprise. Responsibilities include planning, executing, and coordinating of programs and processes with the Department. This role works collaboratively with Legal Services leadership and cross functionally with system operations leaders to support the development of high value programs in a manner that ensures goals are met.

Responsibilities include developing and maintaining strong and effective working relationships and partnerships with other departments and other operational teams to align legal resources to needs of clients, eliminating duplicative services and developing and implementing performance metrics to measure client satisfaction. This position requires strong client orientation with a constructive approach to resolution of issues, and critical thinking and problem-solving skills to address opportunities for process improvement.

This position is responsible for supervising and leading other administrative staff and will report directly to the SVP/Chief Legal Officer.

#### MAJOR RESPONSIBILITIES

##### Project Management:

- Utilize project management tools and principles to define and manage project scope, allocate resources, document and monitor timelines and deliverables, and resolve risks and barriers
- Oversee and maintain portfolio of initiatives as directed by Leadership team
- Manage the development, implementation, monitoring and compliance of departmental policies and procedures
- Coordinate and ensure compliance with UWH policies (annual trainings, onboarding (for staff and interns/externs), computer access/upgrades, vaccinations, etc.)
- Maintain departmental information and statistics and respond to internal and external surveys and inquiries as appropriate
- Coordination and facilitation of selected external annual reporting requirements as designated by the Chief Legal Officer, e.g., external audit response; DFI reporting for UWH affiliates; lobbying reports; Hospital License Annual Report
- Coordinate, monitor and update professional memberships (AHLA, State Bar, etc.).

##### Strategic Planning & Support

- Work with attorneys and staff to support the Department's action plans to achieve strategic goals and objectives
- Coordinate with Department Strategic Initiative Workgroups and Leadership to streamline recommendations, implementation and tracking
- Create metrics and trends on key data points aligned to the General Counsel's key objectives and strategic plan, as well as overall department effectiveness and efficiency.

##### Infrastructure Development and Implementation

- Work with Finance and Leadership on department budgets annually and track revenues and expenses to budget at least quarterly; manage and track department expenditures, including credit card expenditure review and reconciliation, legal invoice review, etc.
- Coordinate with Leadership to identify helpful early detection and reporting processes to track timely completion of LSRs, effectiveness of communication tools, and client satisfaction with services

##### Communication

- Act as department liaison to other departments, e.g., Finance, Administration, Information Services on organizational and reporting requirements
- Arrange for continuous staff coverage during business hours for phones/legal inbox; manage all Out of Office information, including assuring that calendars are accurate, and coverage understood; manage MyTime entries and approvals as requested by Leadership
- Establish and maintain effective communication with legal staff and cross functional colleagues (Risk Management, Governance, etc.).
- Maintain and keep current department Org Chart, website, phone lists, email groups, etc.

##### Management of Administrative Staff

- Performs standard leader responsibilities for the successful management of administrative staff.

## UW HEALTH JOB DESCRIPTION

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

### JOB REQUIREMENTS

Education	Minimum	Bachelor's Degree in Business Administration, Legal Studies, or other relevant field Four (4) years of administrative, project coordination and process improvement experience may be considered in lieu of degree in addition to experience below.
	Preferred	Master's Degree in Health Care or Business Administration (MHA/MBA)
Work Experience	Minimum	Three (3) years of prior experience within legal operations in a corporate legal department or law firm Two years of experience in project coordination and process improvement
	Preferred	Prior experience managing and directing a team Prior experience developing and implementing work systems and processes related to business operations
Licenses & Certifications	Minimum	
	Preferred	Project Management Professional
Required Skills, Knowledge, and Abilities		<ul style="list-style-type: none"> <li>• Experience with legal terminology and legal research</li> <li>• Knowledge of Oracle Cloud preferred.</li> <li>• Demonstrated experience managing simultaneous complex initiatives crossing organizational boundaries.</li> <li>• Knowledge of process improvement and project management tools</li> <li>• Ability to operate autonomously while being a team player who brings a positive, "can do" attitude to the workplace and works collaboratively with other members of the Legal and corporate teams.</li> <li>• Ability to collaborate and interact effectively at all levels with a variety of organizational entities and personnel across disciplines, clinical departments, inpatient and outpatient settings</li> <li>• Ability to translate strategies and goals into the design and implementation of systems and processes.</li> <li>• Demonstrates critical thinking and problem-solving skills, with the ability to pursue desired outcomes in complexity and ambiguity</li> <li>• Excellent facilitation, conflict resolution and interpersonal skills</li> <li>• Effective presentation skills with ability to prepare and communicate information to leaders</li> <li>• Ability to generate professional, clear written communications appropriate for the intended audience</li> <li>• Demonstrated ability for self-direction and initiation</li> <li>• Proven customer service skills</li> <li>• Proficient with Microsoft Office Applications.</li> <li>• Strong negotiation and delegation skills.</li> <li>• Ability to make judgments in demanding situations.</li> </ul>

### 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
<b>X</b>	<b>Sedentary:</b> 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.	<b>Up to 10#</b>	<b>Negligible</b>	<b>Negligible</b>

## UW HEALTH JOB DESCRIPTION

	<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.