

UW HEALTH JOB DESCRIPTION

Program Coordinator – System Strategy			
Job Code: 410076	FLSA Status: Exempt	Mgt. Approval: C. Gehl	Date: April 2024
Department: Strategy Office - Strategy Management		HR Approval: B. Haak	Date: April 2024
JOB SUMMARY			
<p>The Program Coordinator – System Strategy will facilitate project management duties, communication strategies and administrative duties to support multiple strategic initiatives at UW Health. The Program Coordinator will develop and maintain project, program, and department documentation and communication of timelines, project plans, status reports and accomplishments. The Program Coordinator collaborates with group members to establish priorities, execute strategies, and implement activities.</p> <p>The individual in this role is expected to incorporate continuous process improvement into daily work using critical thinking and problem-solving skills to address opportunities for improvement while promoting engagement of stakeholders in solution development. The individual in this role must demonstrate strategic thinking to guide alignment with organizational goals.</p>			
MAJOR RESPONSIBILITIES			
<p>System Portfolio (75%):</p> <ul style="list-style-type: none"> Functional administration of Planview software: manage and maintain user accounts and resources, lifecycle administration, etc. <ul style="list-style-type: none"> Interact with users to resolve issues with System Portfolio software program functionality and provide support with functions and features Analyze issues and resolve problems related to the Planview tool Provide both one-on-one and group training in an office setting and developing training materials such as job aids and user guides Create electronic presentations (MS Word, Excel, and PowerPoint) Provide end-user training and the development of job aids/user guides for various user groups Manage status reporting process fulfillment and serve as the primary trainer and key contact to end users Provide support for virtual technology and communication tools (SharePoint, OneNote, U-Connect, etc.) Develop and maintain comprehensive department, program and system documentation, plans, tools, and reports Manage and maintain department, team, and individual work plans Identify, support, and sustain Standard Operating Procedures (SOPs) and file structures with standard file naming conventions Support the implementation of UW Health Way lean management concepts. Implement tools and processes to support real-time management Advance internal improvement efforts Other duties as assigned <p>Smart Growth (25%):</p> <ul style="list-style-type: none"> Provide part time project support for smart growth program scope, to document and monitor timelines and deliverables, and to identify and resolve risks and barriers. <ul style="list-style-type: none"> Maintain necessary documents, including but not limited to project plans, issues, and action logs. Use standard meeting management tools and techniques (agendas, meeting roles, ground rules, minutes, action items tracking, parking lot, etc.). Synthesize and create reports from the smart growth dashboard to inform areas decision-making around growth and business development opportunities. Monitor and update information in internal dashboards to ensure teams and stakeholders are well-informed of task assignments, deadlines, and status. Work on problems of various scope where analysis of issues or data requires a review of identifiable factors <ul style="list-style-type: none"> Exercise significant judgment within defined practices to determine appropriate action Recommends changes to existing practices based on research and data analysis Efficiently support meetings of varied participants including key stakeholders to address smart growth objectives such as: 			

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- Scenario planning sessions
- Smart Growth Steering Committee meetings

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

JOB REQUIREMENTS

Education	Minimum	Bachelor's Degree in Health Care or Business Administration, Social Work, or related field. Four (4) years of relevant process improvement and project coordination experience may be considered in lieu of degree in addition to the experience below.
	Preferred	
Work Experience	Minimum	Three (3) years of process improvement, project coordination and administrative experience
	Preferred	Experience in a healthcare or complex organization; Proficient in Planview system administration
Licenses & Certifications	Minimum	
	Preferred	
Required Skills, Knowledge, and Abilities		<ul style="list-style-type: none"> • Excellent writing and communication skills • Proficient in Word, Excel, and PowerPoint • Experience preparing executive-level reports and presentations • Analytics and research skills (preferred) • Ability to interact with and work around people • Ability to make judgments in demanding situations • Ability to react to frequent changes in duties and volume of work • Ability to listen empathetically • Ability to logically organize details • Comfortable accepting responsibility for medium to large scale projects involving multiple resources and spanning many months from start to finish • Ability to manage multiple concurrent activities • Strong critical thinking skills, including the ability to identify inefficiencies and waste in processes • Demonstrated innovative approach to problem resolution. • Effective organizational, planning and project management abilities. • Planning and problem solving • Developing goals and objectives, and establishing priorities • Inspires confidence, appropriate risk taking and achievement of high standards

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#

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Other - list any other physical requirements or bona fide occupational qualifications not indicated above:	
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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.