

## UW HEALTH JOB DESCRIPTION

### Project Manager – TAC Administration

Job Code: 303016	FLSA Status: Exempt	Mgt. Approval: R. Wieczorek	Date: June 2019
Department: TAC Administration		HR Approval: J. Olson	Date: June 2019

### JOB SUMMARY

The Project Manager at The American Center (TAC) oversees the development of high-value, patient-centered programs and services provided at UW Health at The American Center. The Project Manager works collaboratively and cross-functionally with system and hospital leaders, faculty, and associates to develop these programs in a manner that adheres to the strategic and operational goals of The American Center and UW Health.

The incumbent will have the primary responsibility to move high-priority American Center projects from initiation to implementation on behalf of executive leadership. He or she must effectively communicate throughout the organization in a manner that optimizes the efficiency with which projects are completed and programs are implemented.

To achieve project and program objectives the incumbent will identify, communicate with, and leverage a variety of resources within The American Center and across UW Health, including Quality, Safety, and Innovation (QSI), Enterprise Analytics, Finance, Regional Development, and UW Health system partners. As a result, the incumbent must be adept at working successfully with a variety of stakeholders including project managers, analysts, management and senior leaders, physicians, and clinicians and front-line associates. The Project Manager must also be comfortable working in a complex, fast-paced environment with a diversity of projects spanning the full spectrum of hospital programming and wellness services.

### MAJOR RESPONSIBILITIES

#### Program Development, Strategic Planning, and Project Management

- Assists and supports Business Operations and Finance Manager with budgeting cycle responsibilities including financial management coordination, budget development, monitoring and financial training of the leadership team.
- Leads planning and project management for cross-functional units as well as teams, committees, and/or councils.
- Responsible for staffing the overall business planning process for The American Center. Creates business plans and other iterative planning deliverables that profile specific opportunities or programs.
- Works with a wide array of associates, leaders, patient and family advisors, clinicians, and senior executives to develop and implement projects.
- Serves as the program leader on planning teams and oversees coordination of the planning process, financial, and marketing strategies.

#### Service Delivery

- Serves as person responsible for preparing implementation, work, tactical, timeline plans for projects and/or strategic priorities assigned and the monitoring and progress reporting relative to such plans.
- Ensures project work is progressing via activation and facilitation of implementation teams, preparing update communication and 'action item' deliverables, and consistently engaging one-on-one with project champions, accountable leaders, and other members of senior leadership.
- Establishes monitoring process for tracking performance of new programs to facilitate programmatic adjustments needed to assure accomplishment of objectives.

#### Communication

**In collaboration with UW Health Marketing and Communications, and serving as a TAC liaison as appropriate, the Project Manager:**

- Provides communication and marketing support for leadership team. Coordinates blog and other internal communication vehicles.
- Designs and orchestrates the delivery of applicable communication to internal and external constituents.
- Synthesizes large amounts of business intelligence and feedback information (both written and oral) to create consistency in messaging, clear 'next-step' expectations, and follow-up action items inventory.
- Creates greater project engagement among implementation leaders and respective teams.

## UW HEALTH JOB DESCRIPTION

### Operational and Quality Improvement

- Oversees collection and utilization of operational and benchmarking data to recommend targets for improvements.
- Participates in the review of program processes. Recommends and participates in implementation of process improvements. Monitors and measures process changes.
- Facilitates cross-functional performance improvement teams.
- Researches industry best practices and recommends process improvements to leadership.
- Reviews and recommends policies that support the direction of the program.

### Recognition

- Researches, analyzes, and recommends opportunities for external recognition.
- Manages the process and completes applications for external recognition.

### Miscellaneous

- Responsible for other miscellaneous duties as assigned.

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

### JOB REQUIREMENTS

Education	Minimum	Bachelor's degree in related field
	Preferred	Master's degree
Work Experience	Minimum	3 years related experience in applying process improvement and project management skills
	Preferred	
Licenses & Certifications	Minimum	
	Preferred	
Required Skills, Knowledge, and Abilities		<ul style="list-style-type: none"> <li>• Ability to interact with and work around people</li> <li>• Ability to make judgments in demanding situations</li> <li>• Ability to react to frequent changes in duties and volume of work</li> <li>• Effective communication skills</li> <li>• Ability to listen empathetically</li> <li>• Ability to logically organize details</li> <li>• Comfortable accepting responsibility for medium to large scale projects involving multiple resources and spanning many months from start to finish</li> <li>• Ability to manage multiple concurrent activities</li> <li>• Advanced level of expertise in spreadsheet, word processing, presentation, diagramming, and project management software is preferred</li> <li>• Clinical or health operations experience preferred</li> <li>• Knowledge of finance, operations, logistics, statistical and simulation modeling, administrative theory, process improvement and project management preferred</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 type="checkbox"/>	Infants (Birth – 11 months)	<input type="checkbox"/>	Adolescent (13 – 19 years)
<input type="checkbox"/>	Toddlers (1 – 3 years)	<input type="checkbox"/>	Young Adult (20 – 40 years)
<input type="checkbox"/>	Preschool (4 – 5 years)	<input type="checkbox"/>	Middle Adult (41 – 65 years)
<input type="checkbox"/>	School Age (6 – 12 years)	<input 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.

## UW HEALTH JOB DESCRIPTION

<b>PHYSICAL REQUIREMENTS</b>				
Indicate the appropriate physical requirements of this job in the course of a shift. <i>Note: reasonable accommodations may be made available for individuals with disabilities to perform the essential functions of this position.</i>				
<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 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>
<b>Other</b> - 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.