

## UW HEALTH JOB DESCRIPTION

### PROVIDER SERVICES COORDINATOR

Job Code: 350045	FLSA Status: Exempt	Mgt. Approval: C Geisler	Date: February 2022
Department: Provider Services		HR Approval: N Lazaro	Date: February 2022

### JOB SUMMARY

The Department of Provider Services focuses on improving the work life of health care providers, including clinical faculty, residents, fellows, and Advanced Practice Providers (APPs), with the central focus on provider wellbeing, which is a foundational competency to the UW Health strategic plan

The Program Coordinator, Provider Services, will serve an integral role in the support and coordination of provider wellbeing programming. Under the general direction of the Program Director, Provider Services, this role is responsible for assessing needs, supporting project teams and activities, organizing, and delivering learning opportunities, and managing multiple provider-based projects, programs and initiatives.

This individual will be primarily responsible for overseeing and coordinating the day-to-day activities of the clinician collaboration zone, a dedicated space in University Hospital where physicians and APPs will gather, build community, collaborate, and learn. Additional areas of support include the provider wellbeing survey, new faculty orientation and onboarding, coaching and development, leadership development, and professional accountability.

### MAJOR RESPONSIBILITIES

1. Works collaboratively with the Provider Services team and UW Health leaders to coordinate and assist with the development, implementation, and evaluation of programs and systems for providers across the UW Health system.
2. Provides exceptional customer service to providers utilizing the clinician collaboration zone, creating a welcoming on-site presence, connecting providers to resources and building a sense of community.
3. Coordinates and assists with the design, creation and delivery of provider learning and development programs, customized sessions, resources, and other special projects as identified.
4. Coordinates and assists in the design and support of the delivery of coaching and professional development tools, including 360 evaluations and provider surveys.
5. Coordinates and assists in the development and maintenance of databases, spreadsheets, charts, and data narratives pertinent to programs, including provider relations matters (e.g., investigation, counseling, performance management) and provider exit interviews. Performs audits and analysis of corresponding data.
6. Coordinates various physician and APP events and activities, particularly those housed under the clinician collaboration zone, including provider orientation, new faculty welcome, and physician excellence awards.
7. Coordinates and assists with the development and distribution of Provider Services communication materials.
8. Monitors and tracks program and project metrics related to budget, efficiency, and effectiveness.
9. Establishes and maintains effective communications with all stakeholders using communication plans, status reports and media sources tailored to audience.
10. Utilizes project management tools and principles to assist with project scope, document and monitor timelines and deliverables, resolve risks and barriers.
11. Maintains current knowledge of organizational policies, procedures, governance structures, regulatory requirements, and applicable technologies.
12. Establishes a strong cooperative relationship with applicable leaders by providing the information, tools, and services necessary to carry out their responsibilities.
13. Effectively assists in the planning and facilitating of meetings of varied participants and topics using standard meeting management tools and techniques (agendas, meeting roles, ground rules, minutes, action items tracking, parking lot, etc).
14. Participates in the review of program processes. Recommends and participates in implementation of process improvements. Monitors and measures process changes.
15. Researches industry best practices and recommends process improvements to leadership.
16. Reviews and recommends policies that support the direction of the Provider Services team.
17. Maintains and contributes current knowledge of latest trends and practices related to Provider Services.
18. Assists with the planning, delivery, evaluation, and fiscal management of Provider Services administration processes.
19. Adhere and uphold the mission of UW Health and UW Health Service and Performance Standards.
20. Other duties and projects, as assigned.

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

### JOB REQUIREMENTS

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Education	Minimum	Bachelor's degree in organizational development, healthcare administration, business administration, communications, or related field. Four years of relevant experience coordinating programs, project management and/or events management may be considered in lieu of a degree in addition to the experience below.
	Preferred	
Work Experience	Minimum	Three years' experience in coordinating programs, project management and/or events management.
	Preferred	Three years' experience working in an academic medical center. Prior experience managing events and events spaces. Prior experience in a customer services centric role.  Prior experience working with providers (physicians and/or Advanced Practice Providers).
Licenses & Certifications	Minimum	None
	Preferred	
Required Skills, Knowledge, and Abilities		<ul style="list-style-type: none"> <li>• Proficiency in MS Office Suite (Word, Excel, and PowerPoint)</li> <li>• Detail-oriented and ability to manage the day-to-day work while keeping the strategic vision in mind</li> <li>• Customer service mindset</li> <li>• Ability to manage an event from development through completion</li> <li>• Excellent relationship management skills</li> <li>• Ability to possess, and keep confidential, sensitive data and information</li> <li>• Critical thinking and creative problem solving</li> <li>• Demonstrated ability to manage multiple and concurrent activities</li> <li>• Proven team player with excellent interpersonal communication and organizational skills</li> <li>• Ability to work independently, be a self-starter, anticipate needs, and prioritize workload to complete projects with minimal direction</li> <li>• Superb verbal and written communication</li> <li>• Ability to professionally facilitate challenging groups and programs</li> <li>• Ability to react to frequent changes in duties and volume of work</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> </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.

### 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
<input type="checkbox"/>	<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	<b>Up to 10#</b>	<b>Negligible</b>	<b>Negligible</b>

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	and other sedentary criteria are met.			
X	<b>Light:</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 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.