

UW HEALTH JOB DESCRIPTION

SUPPLY CHAIN SYSTEMS EDUCATOR

Job Code: 420050	FLSA Status: Exempt	Mgt. Approval: N. Wilke	Date: November 2021
Department: Supply Chain		HR Approval: S. Whitlock	Date: November 2021

JOB SUMMARY

The Supply Chain Systems Educator is responsible for the development and delivery of UW Health-wide requisitioner training, helping requisitioners with Supply Chain procurement applications, and providing day to day educational support.

The Systems Educator will act as a liaison and direct point of contact with UW Health Supply Chain leadership and business leaders, Learning and Development Team, and others to support consistency in training, optimization, stabilization and support across the enterprise where appropriate. This position will also collaborate with requisitioners when necessary to develop computerized/web-based education options and to devise multiple education and tracking mechanisms that meet our organization's requisitioning needs in initial roll-outs, initiatives, projects and ongoing training.

This position will be directly involved in maintaining, developing and delivering education curriculum, lesson plans, optimization and support materials (Including: written, eLearning and web based), routine written communications regarding system changes and updates, education environments (including system security), scheduling education and optimization sessions, facilities and equipment for presentation (including transport and set-up) as well as conducting class room or individualized education and optimization sessions. The audience for education, optimization, and support includes requisitioners and cost center managers.

The Supply Chain Systems Educator will be responsible for participating in system testing of software upgrades from a process/workflow perspective to ensure efficiencies are not compromised and to identify appropriate lesson plan and documentation updating needs as a result of any upgrade. The Systems Educator is expected to use independent judgment and problem solving in course and program design.

MAJOR RESPONSIBILITIES

Perform Education Needs Analysis

1. Educational needs analysis, design, and implementation of software systems training where applicable.
2. Support of applications through development of educational programs.
3. Work with users at various level of the organization to determine operational needs and education options.
4. Determine how existing educational programs are meeting organizational and department objectives.
5. Perform testing of applications prior to implementation of new educational programs.
6. Work on assignments as related to applications or other sections of projects.
7. Provide leadership with status reports regarding assigned projects.
8. Assist with project documentation preparation, as necessary.
9. Work in coordination with Supply Chain Informatics, Supply Chain leadership, and others to analyze, develop and implement procurement systems and requisition workflows.
10. Interview and assess users at all levels regarding perceived needs and processes. Conduct needs analysis on future requested/refresher education topics.
11. Identify and find creative solutions to overcome barriers to creating new programs and continuing existing programs that will meet the needs of our clinical, operational and business partners.
12. Assist in the development of marketing strategy for education, optimization services, application tips/tricks and upgrade/enhancements.
13. Create and maintain education and optimization aids such as lesson plans, practice scenarios, eLearning materials, evaluation forms, visual aids and enrollment forms and tests. Act as a resource to other education specialists related to this work.
14. Gather fresh education, optimization and development information through web-based research and participation in appropriate user group meetings.

Provide educational support for internal and external contacts

1. Serve as a resource to other organizations installing similar systems.
2. Coordinate with other team members and prepare for implementation and support of new and existing applications.
3. Provide initial and ongoing user training and education as needed.
4. Provide on-going user support and/or assist in education for enhancements to existing applications.
5. Conduct system demonstrations for visiting groups and other healthcare systems.

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6. Assist users in maximizing the use of Supply Chain procurement systems to increase efficiency.

Participate in project planning

1. Lead and coordinate education projects directly related to Supply Chain applications or other large projects as designated by department leadership.

Administrative Responsibilities

1. Administer and coordinate course creation, manipulation, registration and completion in the Learning and Development System as needed.
2. Schedule optimization sessions and classrooms, equipment and prepare physical setup for education sessions.
3. Develop and maintain content and documents to be effectively communicated via the intranet site.
4. Develop and maintain education skills tracking.
5. Address customer concerns/complaints as they arise.
6. Work with supervisor to achieve strategic plans, goals, and objectives of the organization and department.

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

JOB REQUIREMENTS

Education	Minimum	Bachelor's Degree in Healthcare, Supply Chain, Information Technology, Education, or related field (relevant work experience may be considered in lieu of)
	Preferred	Master's degree in Healthcare, Supply Chain, Information Technology, Education, or related field
Work Experience	Minimum	Three (3) years relevant experience in Healthcare, Supply Chain, Information Technology, Education, or related field
	Preferred	Five (5) years relevant experience in a Supply Chain setting
Licenses & Certifications	Minimum	
	Preferred	
Required Skills, Knowledge, and Abilities		<ul style="list-style-type: none"> • Knowledge of applications such as MS Word, Excel, and Visio or other eLearning development tool required. • Strong presentation skills. • Ability to analyze procure-to-pay workflows, determine patterns and communicate potential improvements to Supply Chain leadership. • Ability to effectively educate and motivate requisitioners of all levels. • Ability to quickly learn and apply computer-based concepts to business processes. • 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 • Effective communication skills (written and oral communications skills, especially active listening and writing) • Effective interpersonal skills, including the ability to promote teamwork and ensure a high degree of internal and external customer satisfaction • Ability to logically organize details • Comfortable accepting responsibility for leading small to medium scale projects involving multiple resources and spanning many months from start to finish • Ability to manage multiple concurrent activities • Ability to clearly communicate technical and/or complex concepts or topics to a lay person • Ability to work independently and self-motivate in pursuit of broad objectives • Ability to acquire and assimilate new knowledge and skills quickly

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

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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. <i>Note: reasonable accommodations may be made available for individuals with disabilities to perform the essential functions of this position.</i>				
Physical Demand Level	Occasional Up to 33% of the time	Frequent 34%-66% of the time	Constant 67%-100% of the time	
	Up to 10#	Negligible	Negligible	
Sedentary: 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.				
X 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#	
Other - 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.