

UW HEALTH JOB DESCRIPTION

Project Coordinator, Transplant Center

Job Code: 300081	FLSA Status: Exempt	Mgt. Approval:	Date:
Department: Clinics Administration/17020		HR Approval: Dawn Ripp	Date: 9/1/2023

JOB SUMMARY

Under the general direction of the Transplant Outreach Program Manager, the person in this role provides support and expertise in the planning, monitoring and communication of strategic initiatives and the development of high-quality data and deliverables in a manner that ensures goals are met within the Transplant Center.

This role involves working collaboratively with Transplant Center leaders to establish priorities, execute initiatives, monitor, and respond to performance data. This position interacts with leaders, clinicians, front-line staff, and other stakeholders to ensure all pertinent information is received and feedback collected for complex projects. This position uses critical thinking and problem-solving skills to address opportunities for improvement while promoting engagement of stakeholders in solution development. This position incorporates improvement processes in their daily work.

The Transplant Center Coordinator must possess excellent communication and customer service skills and maintain a high level of professionalism. Complications encountered are of a moderate level of difficulty and require the incumbent to exercise independent judgment and decision-making. The person in this role is expected to possess excellent organizational skills that will lead to the effective planning and management of projects.

MAJOR RESPONSIBILITIES

Outreach

- Plan and participate in referring provider outreach initiatives, site visits to the UW Health campus, conferences, CME activities, events and other activities to promote the UW Health Transplant Program.
- Follow up on specific questions or areas of interest and/or concern expressed by referring physicians, administrators, or other health care providers.
- Provide open and ongoing communication with members of the transplant leadership team related to outreach activities and feedback received.
- Assist in the development, implementation, and ongoing maintenance of clinical marketing and communication tools.

Project Management

- Oversee and maintain portfolio of initiatives associated with the Transplant Center Strategic Plan.
- Utilize project management tools and principles to define and manage project scope, document and monitor timelines and deliverables, and resolve risks and barriers.
- Efficiently and effectively allocate and delegate resources, as appropriate, to support initiatives and achieve milestones within the primary/specialty care network.
- Oversee and maintain effective central communication program with all stakeholders using communication plans, status reports, various media sources tailored to the audience
- Identify and resolve dependencies and constraints between and across projects by working with project leaders, sponsors and management.

Facilitation

- Efficiently plan and facilitate meetings of varied participants, using standard meeting management tools and techniques (agendas, meeting roles, ground rules, minutes, action items tracking, parking lot, etc.).
- Lead large group discussions at various levels on clinical and performance improvement topics.
- Manage and facilitate complex decision-making processes with multiple stakeholders to reach consensus.

Data Analysis and Management

- Collect, analyze and routinely monitor data.
- Develop scorecards or other visual data displays by leveraging knowledge and skill with a variety of analytic tools.
- Continuously advance expertise in data/analytics competencies.

Continuous Learning and Personal Development

- Maintain current knowledge of trends and issues in health care and related topics.
- Maintain current knowledge about organizational policies and procedures, governance structures, regulatory requirements and applicable technologies.
- Develop and maintain professional relationships with stakeholders and continuously seek to build new positive relationships.
- Continuously seek new learning opportunities pertaining to position.

Other

- May be called upon to participate in meetings and serve as the Transplant Center leader's designee.

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- Adhere and uphold the UW Health Mission, Vision, and Values, and UW Health Service and Performance Standards.
- Other duties and projects as assigned.

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

JOB REQUIREMENTS

Education	Minimum	Bachelor's degree in Nursing, Health Care Administration, Public Health, Industrial Engineering, Project Management, Business Administration or other similar area
	Preferred	Master's Degree in Health Care or Business Administration (MHA/MBA)
Work Experience	Minimum	<ul style="list-style-type: none"> • Two (2) years of progressive experience applying process improvement and project management skills • Minimum of two (2) years of experience in health care industry
	Preferred	
Licenses & Certifications	Minimum	
	Preferred	
Required Skills, Knowledge, and Abilities		<ul style="list-style-type: none"> • Demonstrated experience simultaneously managing multiple complex initiatives crossing organizational boundaries • Ability to translate strategies into the design and implementation of initiatives • Demonstrates critical thinking and problem-solving skills, with the ability to pursue desired outcomes in complexity and ambiguity • Ability to identify, collect, and analyze data using quantitative and qualitative methods; interpret and utilize data to drive improvement • Excellent facilitation, conflict resolution and interpersonal skills • Demonstrated success leading health care improvement teams and transferring improvement skills to others • Strong leadership skills and a commitment to working with teams of managers, physicians, senior leaders, and other personnel • Effective presentation skills with ability to expertly prepare and present complex information to leadership • Ability to generate professional, clear written communications appropriate for the intended audience • Proven customer service skills with ability to work within all levels of the organization and maneuver across different organizational entities and political environments • Knowledge of regulatory requirements, confidentiality standards, and health information management systems

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
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	Up to 10#	Negligible	Negligible

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	sedentary if walking and standing are required only occasionally and other sedentary criteria are met.			
	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#
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.