

## UW HEALTH JOB DESCRIPTION

### DIRECTOR, CLINICAL CANCER SERVICES

Job Code: 118008	FLSA Status: Exempt	Mgt. Approval: L. Werner	Date: April 2024
Department: Oncology Services		HR Approval: M. Grayson	Date: April 2024

#### JOB SUMMARY

The Director, Clinical Cancer Services serves as the leader of clinical operations for cancer services at UW Health. This role is responsible for leading ambulatory cancer operations in accordance with the mission, vision, and values of UW Health. The incumbent is accountable for the effective and efficient operation of areas of oversight which include operational, strategic, financial, and human resources duties. The Director, Clinical Cancer Services partners with other clinical leaders to improve access, quality, safety, patient experience, productivity, and efficiency of practice.

This position is part of an oncology leadership model that through collaborative governance, is responsible for the effective and efficient alignment of clinical services to ensure the delivery of the UW Health mission of patient care, education, research, and community service. The leaders demonstrate the ability to lead and function effectively in various matrixed relationships and reporting structures.

#### MAJOR RESPONSIBILITIES

- Ensures that all patient care services are provided in compliance with all applicable standards and requirements of federal, state, city, and regulatory bodies including: The Joint Commission, Center for Medicaid Services, Department of Health and Family Services, local authorities having jurisdiction, and any other regulatory bodies related to the operations.
- Aligns nursing, clinical care, and support services for ultimate effectiveness and efficiencies.
- Develops services and programs that positively impact clinical cancer services.
- Provides an experience and environment of patient and family-centered care.
- Interprets impact of broad scope organizational change for staff and develops change strategies for successful implementation.
- Incorporates UW Health's vision, mission, and values in goals and programs within Clinical Cancer Services.
- Develops and manages operational initiatives with measurable outcomes.
- Formulates objectives, goals, and strategies collaboratively with other stakeholders.
- Prepares and delivers reports to operational leadership, outlining progress toward meeting annual goals and objectives, to include performance related to finance, clinical activity, quality, safety, marketing, and human resources.
- Actively seeks opportunities to improve financial outcomes, engaging staff in the process.
- Establishes annual financial goals and actively uses benchmarking to high performing systems in similar area of expertise to set annual targets.
- Monitors and analyzes financial data and utilizes for decisions regarding FTEs, staffing, and operational budget.
- Establishes an annual operating and capital budget, demonstrating fiscal responsibility through meeting budget targets.
- Creates business plan(s), justifying variances and analyzing cost-benefit of programs.
- Directs and provides guidance to managers to effectively allocate resources based on patient volume, space availability, budget constraints, and program priorities, goals, and objectives.
- Articulates to staff the budget and the context within the organizational financials.
- Contributes to the success of UW Health by providing leadership, direction, and coordination of operations, finances, and human resources for area of responsibility.
- Manages and directs all activities within area of responsibility.
- Continually assesses all services, identifies problems, and utilizes data to analyze and propose innovative approaches for solutions.
- Maintains records related to operations and services that are complete, accurate, available, and in compliance with all legal, regulatory, and policy requirements.
- Engages staff and other stakeholders in continuous improvement of systems and processes; manages resources for staff participation in improvement work activities.
- Ensures effective facilitation of improvement teams and development of leadership skills to ensure overall effectiveness of the meetings.
- Organizes and prioritizes time and resources to manage efficiency. Appropriately delegates.
- Remains current of new trends and best practices and incorporates into Clinical Cancer Services practices and programs.
- Articulates and enforces standards for quality/safe patient care.

## UW HEALTH JOB DESCRIPTION

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- Demonstrates achievable and measurable results and develops action plans for improvement.
- Initiates, monitors, and enforces regulatory requirements.
- Holds self and others accountable to policy, standards, and commitments and provides timely follow through on questions and concerns.
- Ensures development of Clinical Cancer Services initiatives to improve patient satisfaction and family centered care.
- Develops and implements clinical outcome measures for quality improvement, cost and complication reduction, and the implementation of evidence-based medicine.
- Incorporates the use of evidence-based practice and appreciative enquiry into program development and improvement activities.
- Actively listens to staff ideas and concerns, assesses others' communication styles, and adapts to them.
- Effectively facilitates meetings at Clinical Cancer Services and organizational level.
- Creates bi-directional systems that effectively communicate information and data, utilizing multiple methods.
- Articulates and presents data, information, and ideas in a clear and concise manner.
- Communicates opinions and ideas in a nonthreatening and nonjudgmental manner to staff, peers, and others.
- Communicates with physicians, academic department leaders, and senior administrators to maintain coordination with other UW Health programs.
- Demonstrates empathy and concern while ensuring Clinical Cancer Services goals are met.
- Manages the complex interdepartmental and interdisciplinary relationships to assure collaboration and effective/efficient operations within Clinical Cancer Services.
- Creates an environment that encourages diverse opinion and recognizes differences and incorporates into process and services.
- Exhibits awareness of personal attitudes and beliefs, recognizing its effect on response to others.
- Creates a culture and systems for recognizing and rewarding staff.
- Creates and maintains a satisfying workplace that fosters professional growth and job satisfaction for all members of the healthcare team.
- Interviews to select top talent, matching Clinical Cancer Services needs with appropriate skill sets.
- Develops and implements recruitment and retention strategies that support a culture of leadership.
- Identifies and addresses own professional growth needs.
- Assesses manager and staff development needs; identifies goals and provides resources.
- Identifies lack of competency in performance and establishes a plan which includes goals, interventions, and measures.
- Maintains membership in professional organization(s) to develop knowledge and resources through networking, continuing education, and participation in national, regional, and/or local activities.
- Ensures integration of ethical standards and core values into everyday work activities.
- Provides opportunities to aspiring clinicians and leaders to develop skills to meet career goals.
- Contributes to a learning environment by providing educational and research experiences to students, residents, fellows, and faculty.
- Leads and/or serves on a variety of appropriate internal and external committees to represent the Clinical Cancer Services department.
- Serves as a representative of Clinical Cancer Services to UW Health in order to facilitate the shared interests and relationship between the parties.

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

## UW HEALTH JOB DESCRIPTION

<b>JOB REQUIREMENTS</b>		
Education	Minimum	Bachelor's degree in nursing (BSN)
	Preferred	Master's degree in nursing (MSN)
Work Experience	Minimum	Five (5) years of progressively responsible nursing management or supervisory level experience
	Preferred	<ul style="list-style-type: none"> <li>• Experience within an academic medical center</li> <li>• Experience working in one or more of the following areas: inpatient, emergency department, or critical care nursing</li> </ul>
Licenses & Certifications	Minimum	Licensed as a Registered Nurse (RN) and eligible to practice in the state of Wisconsin
	Preferred	
Required Skills, Knowledge, and Abilities		<ul style="list-style-type: none"> <li>• Broad knowledge of modern health care administration, systems, practices, and principles.</li> <li>• Excellent communication and interpersonal skills to include the ability to negotiate and resolve conflicts and build teams.</li> <li>• Demonstrated creativity and flexibility.</li> <li>• Ability to operate in high-pressure situations. Excellent organizational skills.</li> <li>• Demonstrated innovative approach to problem resolution.</li> <li>• Ability to work collaboratively across UW Health entities and disciplines. Demonstrated commitment to patient- and family centered care.</li> <li>• Broad knowledge of modern health care administration practices and principles within a managed care environment and/or an academic medical center.</li> <li>• Effective analytical ability in order to develop and analyze options, recommend solutions to and solve complex problems and issues.</li> <li>• Demonstrated effective managerial and administrative leadership of clinical operations</li> <li>• Knowledge of principles and techniques used in negotiation as applied to service contracts and equipment purchasing.</li> <li>• Effective organizational, planning and project management abilities. Experience in financial and programmatic presentations.</li> <li>• Ability to function independently and deal with multiple, simultaneous projects. Ability to recognize personal strengths and weaknesses and develop goals for professional growth and achievement.</li> <li>• Ability to demonstrate a commitment to quality and excellence.</li> <li>• Effective leadership abilities:               <ul style="list-style-type: none"> <li>• Ability to implement change in a positive, sensitive and forward - thinking manner</li> <li>• Planning and problem solving</li> <li>• Developing goals and objectives, and establishing priorities</li> <li>• Inspires confidence, appropriate risk taking and achievement of high standards</li> <li>• Self-starter with a willingness to try new ideas</li> <li>• Positive, can-do attitude coupled with a sense of urgency</li> <li>• Good judgment and ability to act decisively at the right time</li> <li>• Ability to persuade others and develop consensus</li> </ul> </li> </ul>

## UW HEALTH JOB DESCRIPTION

	<ul style="list-style-type: none"> <li>• Effective communication skills both in written and verbal presentation with a communication style that is open and foster trust, credibility and understanding.</li> <li>• Ability to effect collaborative and promote teamwork</li> <li>• Ability to ensure a high level of customer satisfaction including employees, patients, visitors, faculty, referring physicians and external stakeholders</li> <li>• Ability to create win/win solutions and relationships</li> </ul>		
<b>PHYSICAL REQUIREMENTS</b>			
<b>Indicate the appropriate physical requirements of this job in the course of a shift.</b> <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>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>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>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>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>Other - list any other physical requirements or bona fide occupational qualifications not indicated above:</b>		•	

**Work/Environmental:** Moderate noise level consistent with an office environment

**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.