# UW HEALTH JOB DESCRIPTION

## Director, Simulation Center Operations

<table>
<thead>
<tr>
<th>Job Code:</th>
<th>115404</th>
<th>FLSA Status:</th>
<th>Exempt</th>
<th>Mgt. Approval:</th>
<th>B. Houlahan</th>
<th>Date:</th>
<th>July 2019</th>
</tr>
</thead>
<tbody>
<tr>
<td>Department:</td>
<td>Sim Center/550623000</td>
<td>HR Approval:</td>
<td>J. Tokarski</td>
<td>Date:</td>
<td>July 2019</td>
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</table>

## JOB SUMMARY

The Director of Simulation Center Operations is responsible for the direction and leadership of operational, financial, programmatic, academic, and personnel activities for Simulation Center Operations. This includes establishing, meeting and continuously monitoring the goals and objectives while maintaining alignment with the strategic goals and objectives for UW Health and UW School of Medicine and Public Health (UWSMPH). As a joint venture center, this position integrates operating goals and objectives of areas of responsibility into the teaching, research, patient care and community outreach missions of UW Health and UWSMPH.

The Director of Simulation Center Operations serves as the programmatic and operational leader for Simulation Center Operations and is responsible to the Chief Nursing Executive, Senior Vice President of UW Health and the Senior Associate Dean of Academic Affairs of UWSMPH and works closely with both UW Health and UWSMPH leaders in a dyad partnership with the Medical Director of the Simulation Center.

The range of duties and responsibilities is broad and varied with a focus on improving patient care through innovation, education, quality improvement, as well as research and development. This position is responsible for directing the day-to-day operations of all Simulation Center activities including personnel and faculty development, budgeting, value management, contract review, procurement, administrative lead of simulation activities for hospital based and UWSMPH initiatives, quality management (and reporting) and ensuring academic best practices. The Director works closely with a variety of departments within UW Health, UWSMPH, UW affiliates, UW Schools, and outside entities, coordinating the activities of Simulation operations across the enterprise.

## MAJOR RESPONSIBILITIES

### Center Operations Leader

- Interprets impact of broad scope organizational change within UW Health and UWSMPH, then develops change strategies for successful implementation of initiatives to respond.
- Incorporates UW Health and UWSMPH vision, missions and values in goals and programs within Simulation Center Operations.
- Develops and manages operational initiatives with measurable outcomes.
- Works collaboratively with the Medical Director to develop and manage academic initiatives with measurable outcomes.
- Formulates objectives, goals, and strategies collaboratively with Medical Director, the Simulation Center Executive board, and other stakeholders.
- In collaboration with the Medical Director, prepares and delivers reports to leadership outlining progress toward meeting annual goals and objectives, to include performance related to finance, academic activity, quality, safety, marketing, and human resources.
- Serves as non-voting member of the Simulation Center Executive Board.
- In partnership with the Medical Director, oversees the prioritization of center activities for user groups through evaluation of meritocracy of proposals, with input from the Champions Committee, Executive Board, and Senior Leadership of UW Health and UWSMPH.

### Financial Manager

- 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.
- Ensures contracts and maintenance agreements are maintained and revenue sources maximized.
- Monitors and analyzes financial data and utilizes for decisions regarding FTE’s, 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 user groups and department administrators to effectively allocate resources for
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• Articulates to staff the budget and the context within the organizational financials.

Administrative Leader
• Contributes to the success of the UW Health and UWSMPH by providing leadership, direction and coordination of operations, finances and human resources for area of responsibility.
• Manages and directs all activities within the Simulation Center.
• Continually assesses all services, identifies problems, 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.
• Oversees center accreditations, including but not limited to the American College of Surgeons and American Society of Anesthesiologists.
• 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 Simulation Center Operations practices and programs.
• Develops and implements innovative systems and processes that improve staff and patient quality and safety
• Demonstrates achievable and measurable results and develop action plans for improvement
• Holds self and others accountable to policy, standards and commitments and provides timely follow through on questions and concerns.
• Ensures development of Simulation Center Operations initiatives to improve patient care and family centered care.
• Ensures effective maintenance and repair of simulator and clinical equipment to support center activities.
• Ensures proper scheduling and staffing of Simulation Center, including training sessions, courses, meetings, routine maintenance, scenario programming time and tours.
• Actively listens to staff ideas and concerns, assesses others communication styles and adapts to them.
• Effectively facilitates meetings at the Simulation Center, UW Health, and UWSMPH, 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, UWSMPH, UW affiliates, and other UW system programs.
• Demonstrates empathy and concern while ensuring Simulation Center Operations goals are met.
• Manages the complex interdepartmental and interdisciplinary relationships to assure collaboration and effective/efficient operations within Simulation Center Operations.
• Creates an environment that encourages diverse opinion, recognizes differences and incorporates into process and services offered by the Simulation Center.
• Exhibits awareness of personal attitudes and beliefs, recognizing its effect on response to others.
• Creates a culture and systems for recognizing and rewarding staff.

Resource Manager
• 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 Simulation Center Operations needs with appropriate skill sets within the center and highest use departments.
• Develops and implements recruitment and retention strategies that support a culture of leadership.
• Identifies and addresses own professional growth needs.
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- 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.
- Collaboratively leads the simulation center and staff in the field of innovation, research and simulator development to promote the advancement of technology and new techniques.
- Oversees technical staff and other Simulation Program employees to ensure effective maintenance and repair of simulator and clinical equipment, and continuous pursuit of new techniques and technologies.

Educator/Research Facilitator

- Works collaboratively with the Medical Director to provide opportunities to aspiring clinicians and leaders to develop skills to meet career goals.
- Works collaboratively with Medical Director and staff to support faculty development and creation of a learning community.
- Contributes to a learning environment by providing educational and research experiences to students, residents, fellows, faculty, allied healthcare workers, and engineering students.
- Leads the center in the design, development, implementation, and evaluation of new courses, scenarios, simulation tools, research studies and other educational initiatives to measure learning outcomes through the use of simulation best practices.
- In collaboration with the Medical Director, develops and implements academic outcome measures for quality improvement, ongoing curricula evaluation, and implementation of effective simulation based activities.
- Collaborates with faculty in developing ideas for innovative research, designing study protocol and preparing logistics for approval, initiation and implementation of research study.
- Identifies and pursues extramural grants/partnership funding opportunities (governmental, professional foundations, industry) for simulation education and patient safety research.

Critical Interfaces

- In collaboration with the Medical Director, leads and/or serves on a variety of appropriate internal and external committees to represent the Simulation Center.
- Serves as a representative of Simulation Center Operations to UW Health and UWSMPH in order to facilitate the shared interests and relationship between the parties.
- Promotes relationships with manufacturers, product developers, community outreach programs, simulation centers, and other healthcare systems.
- Serves as the lead to global and community partnerships.
- Leads marketing, public affairs and communication for the center; maintain updates to public facing resources including facility LCD screens and center website.
- Leads tours of the Simulation Center for UW Health, UWSMPH applicants, new users, department candidates, and visitors.
- Serves as the Education Institute Director for American College of Surgeons.

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

<table>
<thead>
<tr>
<th>JOB REQUIREMENTS</th>
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<tbody>
<tr>
<td><strong>Education</strong></td>
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<tr>
<td><strong>Work Experience</strong></td>
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Licenses & Certifications

Minimum Certification from the Society of Simulation for Healthcare, as a Certified Educator or Operations Specialist.

Preferred .

Required Skills, Knowledge, and Abilities

- Excellent communication and interpersonal skills to include the ability to negotiate and resolve conflicts and build teams.
- Demonstrated creativity and flexibility.
- Ability to operate in high-pressure situations.
- Excellent organizational skills.
- Demonstrated innovative approach to problem resolution.
- Ability to work collaboratively across UW Health entities, UWSMPH and disciplines.
- Extensive knowledge in simulation and/or instructional technologies.
- Demonstrated commitment to patient- and family centered care.
- Effective analytical ability in order to develop and analyze options, recommend solutions to and solve complex problems and issues.
- Demonstrated effective managerial and administrative leadership of academic operations.
- Knowledge of principles and techniques used in negotiation as applied to service contracts and equipment purchasing.
- Effective organizational, planning and project management abilities.
- Ability to function independently and deal with multiple, simultaneous projects.
- Self-motivated, entrepreneurial individual with program operations and leadership skills.
- Ability to recognize personal strengths and weaknesses and develop goals for professional growth and achievement.
- Ability to demonstrate a commitment to quality and excellence.
- Ability to implement change in a positive, sensitive and forward-thinking manner
- Inspires confidence, appropriate risk taking and achievement of high standards
- Positive, can-do attitude coupled with a sense of urgency
- Good judgment and ability to act decisively at the right time
- Ability to persuade others and develop consensus
- Effective communication skills both in written and verbal presentation with a communication style that is open and foster trust, credibility and understanding.
- Ability to maintain confidentiality regarding job assignments and sensitive issues.
- Ability to effectively interact with Leadership of UW Health, UWSMPH, the university and community, as well as a diverse group of perspective donors
- Ability to establish innovation environment, promoting growth within the program, curricula, clientele, and staff.
- Progressive experiences encompassing research protocols, databases, and grant writing is preferred.
- Able to carry out responsibilities in a timely and meticulous manner demonstrating initiative and creativity.

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,

<table>
<thead>
<tr>
<th>Age Group</th>
<th>Infants (Birth – 11 months)</th>
<th>Toddlers (1 – 3 years)</th>
<th>Preschool (4 – 5 years)</th>
<th>School Age (6 – 12 years)</th>
<th>Adolescent (13 – 19 years)</th>
<th>Young Adult (20 – 40 years)</th>
<th>Middle Adult (41 – 65 years)</th>
<th>Older Adult (Over 65 years)</th>
</tr>
</thead>
<tbody>
<tr>
<td>X</td>
<td>X</td>
<td>X</td>
<td>X</td>
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</tbody>
</table>

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.

<table>
<thead>
<tr>
<th>Physical Demand Level</th>
<th>Occasional</th>
<th>Frequent</th>
<th>Constant</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Up to 33% of the time</td>
<td>34%-66% of the time</td>
<td>67%-100% of the time</td>
</tr>
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</table>
# UW HEALTH JOB DESCRIPTION

<table>
<thead>
<tr>
<th>Category</th>
<th>Maximum Lift</th>
<th>Moderate Lifting</th>
<th>Heavy Lifting</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Sedentary:</strong></td>
<td>Up to 10#</td>
<td>Negligible</td>
<td>Negligible</td>
</tr>
<tr>
<td><strong>Light:</strong></td>
<td>Up to 20#</td>
<td>Up to 10#</td>
<td>Negligible</td>
</tr>
<tr>
<td><strong>Medium:</strong></td>
<td>20-50#</td>
<td>10-25#</td>
<td>Negligible-10#</td>
</tr>
<tr>
<td><strong>Heavy:</strong></td>
<td>50-100#</td>
<td>25-50#</td>
<td>10-20#</td>
</tr>
<tr>
<td><strong>Very Heavy:</strong></td>
<td>Over 100#</td>
<td>Over 50#</td>
<td>Over 20#</td>
</tr>
</tbody>
</table>

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.