

UW HEALTH POSITION DESCRIPTION

Sr. Director, Oncology Services

Job Code: 115006	FLSA Status: Exempt	Mgt Approval: T. Neely	Date: November 2023
Department: Oncology Admin		HR Approval: M. Grayson	Date: November 2023

POSITION SUMMARY

The Senior Director, Oncology Services for UW Health is responsible for the direction and leadership of operational, financial, programmatic and personnel activities for Oncology Services, including long range planning and strategic growth. This includes establishing, meeting, and continuously monitoring the goals and objectives for UW Health. While the range of duties and responsibilities is broad and varied, the position's major responsibility includes:

- Identifying, developing, and implementing operational, tactical, and strategic initiatives to advance the mission of UW Health/UW Carbone Cancer Center Oncology Services across the system of.
- Serve as a system/strategic thinker on the leadership team, maintaining a strong understanding of business market concepts and shifting industry trends to ensure the strategic growth and fiscal performance of UW Health/UW Carbone Oncology Services.
- Improve operating margins through strategic partnerships with regional providers, expansion of affiliated entities, innovative care delivery models, and process improvements.
- Strategic direction for the day-to-day operations, budgeting, financial management, and human resource management. The Sr. Director works closely with a variety of stakeholders, coordinating the activities of Oncology Services across the enterprise.

This position is part of a triad leadership model, that includes the administrator, physician leader, and operational nursing lead for the UW Health Oncology Services. The triad, through collaborative governance, are responsible for the effective and efficient alignment of Oncology services to ensure the delivery of the UW Health mission of patient care, education, research and community service. Triad leaders demonstrate the ability to lead and function effectively in various matrixed relationships and reporting structures.

MAJOR RESPONSIBILITIES

Departmental Leader

- 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, missions and values in goals and programs within Oncology Services across our system.
- 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.

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.
- 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.

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- 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.

Administrative Leader

- Contribute to the success of the UW Health by providing leadership, direction and coordination of operations, finances and human resources for area of responsibility.
- Manage and direct all activities within area of responsibility.
- Continually assesses all services, identifies problems, utilizes data to analyze and propose innovative approaches for solutions.
- Maintain 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 Oncology Services' practices and programs.
- Articulates and enforces standards for quality/safe patient care
- 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
- 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 Oncology 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.
- 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 Oncology Services goals are met.
- Manages the complex interdepartmental and interdisciplinary relationships to assure collaboration and effective/efficient operations within Oncology Services.
- Creates an environment that encourages diverse opinion, 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.

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 Oncology 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.

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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.

Educator/Research Facilitator

- 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.

Critical Interfaces

- Leads and/or serves on a variety of appropriate internal and external committees to represent Oncology Services inclusive of National Oncology committees and societies.
- Serves as a representative of Oncology 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.

POSITION REQUIREMENTS

Education	Minimum	Bachelor's degree in a relevant field such as business administration, health administration, or a health profession.
	Preferred	Master's degree in healthcare or hospital administration, nursing administration, business or a related discipline.
Work Experience	Minimum	Seven (7) years of progressively responsible management or supervisory level experience
	Preferred	<ul style="list-style-type: none"> • Experience with an academic medical center • Experience working in one or more areas of the following oncology related areas: medical, surgical or radiation oncology
Licenses & Certifications	Minimum	None
	Preferred	
Required Skills, Knowledge, and Abilities		<ul style="list-style-type: none"> • Broad knowledge of modern health care administration, systems, practices and principles. • Broad knowledge of oncology health care. • Effective leadership abilities <ul style="list-style-type: none"> • Record of initiating change and innovation • Strategic thinking, planning and problem solving • Superior communication skills, both in written and verbal presentation • Effective human relations abilities to effect collaborative alliances and promote teamwork and ensure a high level of internal and external customer satisfaction and engagement. • Ability to succeed in a complex environment where decision-making may be diffuse and ambiguous. • Demonstrated exemplary presentation skills to engage and motivate organizational stakeholders. • Proven success in developing a large high performing staff, establishing performance standards, and transitioning staff through organizational change, with an emphasis on the ability to recruit and manage a culturally diverse workforce.

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	<ul style="list-style-type: none"> • A high degree of professionalism and competency dealing with a variety of individuals including physicians, senior executives, hospital administration, and external constituents. • Experience in preparing operating and capital budgets. • An ability to organize and present data in a concise and easily understood manner, often to professionals, physicians and board members. • Ability to be recognized as a positive change agent. • Proven success as a dynamic and empowering leader who possesses a positive attitude to instill a vision for excellence with innovation and creativity. • Conflict management and resolution skills. • Skilled developer of relationships and partnerships.
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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 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.	Up to 10#	Negligible	Negligible
	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:				