The Manager of Genetic Counseling Services provides overall planning and daily supervision of all operational aspects and activities for Genetic Counseling services. In addition to daily management, the manager represents the teams for department wide planning efforts involving space, equipment, staff, systems, services, supplies, revenues, expenses, and future programs and services. The manager participates as an important member of the management team to address and resolve broad management/administrative issues such as planning for future programs and services, marketing planning, procedure coding and revenue capture, cost monitoring and control, patient access and scheduling, patient and staff safety, patient flows, process improvement, operational monitoring, regulatory compliance, public relations and the overall timeliness and quality of services provided to patients/customers. All responsibilities are completed with the ultimate focus on patient and family centered care.

MAJOR RESPONSIBILITIES

- Interview and select candidates who have appropriate clinical skills and professional characteristics to match patient/family and program needs. Oversee the education, orientation, and onboarding processes for employees.
- Communicate on an ongoing basis with employees regarding specific performance expectations.
- Plan and conduct formal performance reviews that are timely, ongoing, and objective and submit necessary documentation. Responsible for the performance management of employees based on standards of practice and care as well as Genetic Counseling Services and UW Health policies and procedures.
- Interact with staff in a consistent, fair, timely, appropriate, and decisive manner.
- Promote the growth of staff in areas such as group process, decision-making, and clinical skills by identifying strengths and weaknesses, goal setting, formal and informal learning, and coaching.
- Direct and develop leadership and management skills by mentoring and role modeling.
- Direct adjustments in the programs’ staffing patterns to reflect changes in care requirements, patient volume, and staffing resources.
- Develop and adjust the budget based on operational needs, projections, and growth.
- Adjust systems as necessary to meet budget and/or productivity targets for cost-effective quality care.
- Analyze financial information as necessary, complete exception reports with appropriate recommendations and submit them in a timely manner.
- Design and support a system that facilitates staff involvement and promote cost effective behaviors in staff through documentation, observation, and education.
- Identify and resolve complex or recurring operational problems and consult with leadership as needed.
- Collaborate on the development and implementation of program initiatives and change in practices.
- Monitor state and federal regulations and those of other regulatory and accrediting agencies pertaining to departmental functions.
- Participate in the evaluation and purchase of equipment and products. Write specifications, interact with vendors, and participate in contract negotiations.
- Develop and implement patient care delivery systems that are patient- and family-centered, evidence based, and encourage professional practice of staff that results in high quality and cost-effective care outcomes.
- In collaboration with the interdisciplinary team, analyze clinical practice and identify opportunities to increase effectiveness and efficiency.
- Identify clinical indicators to measure and evaluate quality care. Assure that appropriate quality monitoring occurs, and findings are used to improve practice and reduce potential for patient complications.
- Participate in the development, implementation, evaluation, and revision of delegation protocols, policies and procedures, and standard of care guidelines.
- Meet with all appropriate medical directors and work collaboratively to effect programmatic changes and develop protocols.
- Provide consultation to other health care organizations and regulatory agencies.
- Maintain an active liaison with the medical staff in setting direction and defining services.
- Maintain credibility and visibility internally with a high-performance clinical team as well as externally on the regional and national level as an active participant in professional organizations.
UW HEALTH JOB DESCRIPTION

- Identify and establish clinical learning opportunities for students, staff, and professionals in the various health care disciplines. Manage and oversee both formal and informal education processes and programs.
- Support UW Health outreach mission through consultation and/or participation in health promotion, health education and specialty requests from community agencies.
- Develop, implement, and evaluate comprehensive patient education programs that assure quality and appropriateness of care across settings.
- Identify and oversee clinical research activities. Support the planning and participation in clinical research.
- Identify professional strengths and areas for growth and demonstrate professional development through formal and informal learning experiences.
- Maintain knowledge of current trends and practices in Genetic Counseling through resources such as literature review, professional journals, and professional networking.
- Serve on committees and councils as requested.

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

JOB REQUIREMENTS

<table>
<thead>
<tr>
<th>Education</th>
<th>Minimum</th>
<th>Preferred</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Bachelor’s degree in Health Care Administration or Business Administration</td>
<td>Master’s degree in Genetic Counseling</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Work Experience</th>
<th>Minimum</th>
<th>Preferred</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Six (6) years relevant health care experience</td>
<td>Six (6) years relevant health care experience in an academic medical center</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Licenses &amp; Certifications</th>
<th>Minimum</th>
<th>Preferred</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Licensed as a Genetic Counselor in the state of Wisconsin.</td>
<td>National certification in genetic counseling through ABGC.</td>
</tr>
</tbody>
</table>

Required Skills, Knowledge, and Abilities
- Excellent interpersonal skills and effective leadership abilities
- Demonstrate efficient time management, effective organization of work, and prioritization
- Extensive knowledge of genetic counseling in a variety of care settings
- Knowledge of state, federal and The Joint Commission (TJC) regulations and standards relating to the principles and practices of genetic counseling
- Knowledge of the principles and practices of management and administration as applied to the oversight and direction of personnel within areas of accountability
- Knowledge of and ability to use various computer programs and applications
- Effective oral and written communication skills
- Ability to effect collaborative alliances and promote teamwork
- Ability to insure a high level of employee, patient, family, visitor and external stakeholder satisfaction
- Effective organizational, planning, scheduling, and project management abilities
- Effective managerial and administrative abilities as applied to the management of multiple projects

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.

- [x] Infants (Birth – 11 months)
- [x] Toddlers (1 – 3 years)
- [x] Preschool (4 – 5 years)
- [x] School Age (6 – 12 years)
- [x] Adolescent (13 – 19 years)
- [x] Young Adult (20 – 40 years)
- [x] Middle Adult (41 – 65 years)
- [x] 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
**UW HEALTH JOB DESCRIPTION**

**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 Up to 33% of the time</th>
<th>Frequent 34%-66% of the time</th>
<th>Constant 67%-100% of the time</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Sedentary:</strong> 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 sedentary if walking and standing are required only occasionally and other sedentary criteria are met.</td>
<td>Up to 10#</td>
<td>Negligible</td>
<td>Negligible</td>
</tr>
<tr>
<td><strong>Light:</strong> 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.</td>
<td>Up to 20#</td>
<td>Up to 10# or requires significant walking or standing, or requires pushing/pulling of arm/leg controls</td>
<td>Negligible or constant push/pull of items of negligible weight</td>
</tr>
<tr>
<td><strong>Medium:</strong> Ability to lift to 50 pounds maximum with frequent lifting and/or carrying objects weighing up to 25 pounds.</td>
<td>20-50#</td>
<td>10-25#</td>
<td>Negligible-10#</td>
</tr>
<tr>
<td><strong>Heavy:</strong> Ability to lift to 100 pounds maximum with frequent lifting and/or carrying objects weighing up to 50 pounds.</td>
<td>50-100#</td>
<td>25-50#</td>
<td>10-20#</td>
</tr>
<tr>
<td><strong>Very Heavy:</strong> Ability to lift over 100 pounds with frequent lifting and/or carrying objects weighing over 50 pounds.</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.