

## UW HEALTH JOB DESCRIPTION

<b>Manager Healthline &amp; Clinic Support</b>			
<b>Job Code:</b> 801014	<b>FLSA Status:</b> Exempt	<b>Mgt. Approval:</b> K. Walther	<b>Date:</b> April 2021
<b>Department:</b> Clinics – UW Healthline		<b>HR Approval:</b> J. Olson	<b>Date:</b> April 2021
<b>JOB SUMMARY</b>			
<p>The Healthline and Clinic Support Manager is responsible for designated aspects of centrally provided clinical care to support UW Health ambulatory settings. The position includes responsibility for current Healthline (after hours nurse triage call center) operations and may expand to include other central programming. Expanded programming may include the development of outreach and other clinical support programs as needs are identified. The manager will work with a diverse group of stakeholders to design programming to identify and meet centralized needs across UW Health ambulatory settings. The manager is accountable for effective development, implementation, and ongoing monitoring and evaluation of centralized work.</p>			
<b>MAJOR RESPONSIBILITIES</b>			
<ul style="list-style-type: none"> <li>• Develop, implement, and maintain programs and practices to provide high quality and cost-effective centralized clinic support.</li> <li>• Develop policies and procedures for Healthline and other central support services, ensuring consistency with organizational policies and procedures.</li> <li>• Facilitate a patient and family centered approach by setting expectations for staff, monitoring results, and addressing issues including patient complaints.</li> <li>• Develop and evaluate Healthline and centralized clinic support staff orientation and ongoing education, including professional growth activities. Provide clinical education for staff and/or coordinate education with other resources.</li> <li>• Manage staff performance including recognition, coaching, discipline, and evaluation for professional growth.</li> <li>• Develop and manage budgets to meet departmental and organizational financial performance goals.</li> <li>• Develop staffing models in conjunction with departmental need and financial constraints. Direct and evaluate workforce staffing and scheduling.</li> <li>• Lead problem solving/decision making for operational issues.</li> <li>• Develop and implement quality improvement activities.</li> <li>• Define and implement operational and clinical standards of care using evidence from literature, national benchmarking, professional organizations, and other resources.</li> <li>• Create and deliver professional documents and presentations.</li> <li>• Engage and evaluate opportunities to create efficiencies across UW Health entities.</li> </ul> <p style="text-align: center;"><b>ALL DUTIES AND REQUIREMENTS MUST BE PERFORMED CONSISTENT WITH THE UW HEALTH PERFORMANCE STANDARDS.</b></p>			
<b>JOB REQUIREMENTS</b>			
Education	Minimum	Bachelor's degree in Nursing (BSN)	
	Preferred	Masters degree in Nursing (MSN), DNP, or PhD in Nursing	
Work Experience	Minimum	<ul style="list-style-type: none"> <li>• Three (3) years of clinical experience with phone triage</li> <li>• Three (3) years of relevant progressive leadership experience with demonstrated success</li> </ul>	
	Preferred	Call center leadership experience	
Licenses & Certifications	Minimum	Licensed as a Registered Nurse in the state of Wisconsin or equivalency	
	Preferred	Certification in area of specialty	
Required Skills, Knowledge, and Abilities		<ul style="list-style-type: none"> <li>• Knowledge of nursing practice related to telephone triage and call center operations</li> <li>• Proficient with organization and professional interrelationships, conflict resolution, and change concepts</li> <li>• Ability to think systematically and understand the implications of policies and practices</li> <li>• Ability to use and implement process improvement tools and techniques</li> <li>• Effective oral and written communication and human relation skills. Ability to communicate and work with diverse constituencies, develop rapport with individuals at all levels of the organization, and clearly communicate goals, objectives, and progress.</li> </ul>	

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	<ul style="list-style-type: none"> <li>Effective analytical ability to develop and analyze options and recommend solutions to and solve complex problems and issues</li> <li>Ability to work independently and prioritize workload to complete projects with minimal direction</li> <li>Must be energetic and forward thinking with a positive and professional image</li> <li>Proficient in Microsoft Office programs such as Word, Excel, PowerPoint, and Outlook</li> <li>Valid state of Wisconsin driver's license and ability to travel for meetings</li> <li>Ability to work flexible hours to provide management and supervision to off shift employees</li> </ul>
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### 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,

<b>X</b>	Infants (Birth – 11 months)	<b>X</b>	Adolescent (13 – 19 years)
<b>X</b>	Toddlers (1 – 3 years)	<b>X</b>	Young Adult (20 – 40 years)
<b>X</b>	Preschool (4 – 5 years)	<b>X</b>	Middle Adult (41 – 65 years)
<b>X</b>	School Age (6 – 12 years)	<b>X</b>	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
<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>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>Negligible</b> or constant push/pull of items of negligible weight
	<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>Negligible-10#</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>10-20#</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>Over 20#</b>
<b>Other</b> - list any other physical requirements or bona fide occupational qualifications not indicated above:				

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.