

UW HEALTH JOB DESCRIPTION

Program Director, Ambulatory Access Operations

Job Code: 441005

FLSA Status: Exempt

Mgt. Approval: R. DenHerder

Date: January 2023

Department: Ambulatory Access

HR Approval: B. Haak

Date: January 2023

JOB SUMMARY

The Program Director of Ambulatory Access Operations provides expertise and leadership in workforce planning, analytics, and technology to support Ambulatory Access Operations (central scheduling), Ambulatory Clinic Operations, and phone-based teams across UW Health. The incumbent will gain efficiencies by building and maintaining tools, systems, and philosophies for central use by leaders and staff within Ambulatory Access Operations.

The Program Director leads the support services team and is responsible for workforce management and staffing optimization; process and performance analytics; fiscal planning; centralized recruitment and hiring for scheduling roles; and scheduler float resourcing.

This role serves as the operational product owner for a suite of telecom solutions ensuring optimal selection, implementation, design, architecture, and oversight of telecom and workforce management products to support core business functions.

The Program Director leads and participates in cross-functional process improvement teams to eliminate waste and improve efficiency. The position requires the ability to independently plan, schedule, organize and respond appropriately on a wide variety of subjects and situations. The Program Director performs management, fiscal, and supervisory responsibilities requiring a high degree of discretion and independent judgement.

MAJOR RESPONSIBILITIES

Telecom Product Ownership

- Lead product exploration, business case development, vendor selection, design, and implementation for a full suite of telecom and workforce management products to increase the quality and efficiency of business operations.
- Develop and maintain standard configuration for telecom solutions including ACD, IVR, WFM/AQM, and agent views.
- Manage processes to maintain and improve the suite of telecom solutions including regular system user audits, system maintenance and enhancements, documentation, and end user training.

Workforce Management and Staffing Optimization

- Lead the contact center workforce management team; promote and maintain workforce management best practices including but not limited to volume forecasting, schedule creation, and real-time adherence.
- Design analytic solutions to support standard staffing models and develop processes to maintain optimal staffing for all teams in the Ambulatory Access Operations department.
- Develop and maintain appropriate benchmarking for department processes.
- Build analytic solutions to support productivity measurement and accountability.
- Evaluate all changes to process and technology for impact to productivity.

Fiscal Planning

- Develop business cases for department initiatives in alignment with the UW Health strategic plan.
- Participate in budget planning and management for a team of 500+ employees and provide tools for operational leaders to manage their areas within budget.

Process and Performance Analytics

- Lead KPI development including process and outcome measures for all access and scheduling related value streams.
- Design data visualization and reporting tools to promote visibility into operational quality and efficiency.
- Develop standard reporting processes for operational leaders to perform routine monitoring and drive improvement.
- Train and support operational leaders on the use of reporting tools and understanding of the metrics, reports, and dashboards.
- Complete ad hoc analyses as needed.

Central Staffing

- Lead centralized recruitment and hiring for scheduler positions following best practices in recruitment in full compliance with legal and organizational requirements.
- Maintain position control and hiring prioritization based on business needs.
- Oversee management of the scheduling float pool ensuring float resources support the highest priority operational needs.

Department Leadership Team Responsibilities

- Provide administrative leadership for the Ambulatory Access Operations team; ensure a safe legal work environment, support supervisors in staff management, write and apply departmental and organizational policies, manage the department budget, and set the strategic direction for the department
- Cultivate team engagement and a culture of excellence through active coaching and mentoring

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- Serve in a project manager or operational owner capacity for system-level, strategic initiatives. Responsible for definition, planning, and execution to ensure all deliverables are completed as specified and on time.
- Partner with access- and service-related departments across the organization, represent the Ambulatory Access Department, serve as a content expert on phone-based workflows and technology, and identify opportunities to share knowledge and processes across functions.

Perform other duties as assigned.

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

JOB REQUIREMENTS

Education	Minimum	Bachelor's degree in business, healthcare administration or related field.
	Preferred	Master's degree in business, healthcare or related field.
Work Experience	Minimum	Three (3) years of progressive leadership in a contact center or other relevant environment including experience with workforce optimization software, enterprise analytics, and/or project management.
	Preferred	Five (5) years of progressive leadership in a contact center including experience with workforce optimization software, enterprise analytics, and/or project management. Experience in healthcare or related field.
Licenses & Certifications	Minimum	
	Preferred	Project management certification (PMP, PRINCE 2, Agile, other) ITIL Foundation Certification Lean Six Sigma Certification Certification in Epic Cogito and/or Cadence
Required Skills, Knowledge, and Abilities		<ul style="list-style-type: none"> • Knowledge of Workforce Optimization technology solutions and ability to design and iterate system structure • Knowledge of Call centers and ACD call flow, Cisco Voice Gateways, CUBE and Protocols • Fluency in technical design, configuration, and troubleshooting for assigned telecom products • Knowledge of business case development and financial analysis • Ability to communicate technical information with precision to a broad audience • Fluency in KPI development and the ability to translate technical and operational concepts to a broad audience • Comfortable accepting responsibility for medium to large scale projects involving multiple resources and spanning many months from start to finish • Ability to work independently, make decisions, meet deadlines, multi-task and solve problems; working under a moderate to high degree of pressure • Intermediate working experience with Microsoft Excel utilizing formulas, v-Lookups, and pivot tables • Experience presenting reports, forecasts, trends and recommendations to the team and senior management in a clear, concise and actionable manner • Ability to interact with and work around people • Ability to make sound judgments in demanding situations • Ability to react to frequent changes in duties and volume of work • Effective communication skills • Ability to listen empathetically • Ability to logically organize details • Demonstrates an aptitude and willingness to learn new responsibilities • Excellent verbal and written communication skills • Demonstrated performance excellence and leadership qualities in previous positions • Ability to manage multiple concurrent activities

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,

<input type="checkbox"/> Infants (Birth – 11 months)	<input type="checkbox"/> Adolescent (13 – 19 years)
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Toddlers (1 – 3 years)	Young Adult (20 – 40 years)
Preschool (4 – 5 years)	Middle Adult (41 – 65 years)
School Age (6 – 12 years)	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
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:				

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.