

UW HEALTH JOB DESCRIPTION

Program Director, Workforce Analytics

Job Code: 351005	FLSA Status: Exempt	Mgt. Approval: J. Trepanier	Date: May 2024
Department: Human Resources		HR Approval: S. Whitlock	Date: May 2024

JOB SUMMARY

The Program Director of Workforce Analytics is responsible for developing and maturing the workforce analytics function for UW Health in support of improving business outcomes and workforce planning processes. The Program Director will report to the Sr. Director of Workforce Strategy and Analytics and work closely with the Director of Workforce Strategy to set the vision and strategy to advance and deliver on the UW Health Strategic Imperative related to our current and future workforce.

The Program Director of Workforce Analytics directly and/or indirectly guides the team of individuals involved in creating detailed, creative, and actionable analyses of UW Health's current and future workforce needs, employing descriptive analyses and predictive models. This role fosters partnership and collaborates with HR Business Partners and operational department leaders across the health system to provide analyses and insights to solve challenging problems and identify opportunities, communicating the results in a way that informs and drives the organization to action. This leader also collaborates closely with the executive team, senior management, and operations leaders to understand and deliver information based on meaningful metrics and ensuring standard reporting.

The Program Director of Workforce Analytics makes recommendations as it relates to performance improvement activities, business outcomes and helps guide learning and education plan development needed for leadership throughout UW Health. This leader participates in the analyses and interpretation of data, oversees the submission of benchmarking information as needed and leads the development and connections to enterprise data governance through the UW Business Owner Groups (BOG) on behalf of the HR Department.

The Program Director of Workforce Analytics flexes between deep analysis and collaborative consultative approaches to assess gaps and help deliver workforce solutions. This role is a key partner and leader to help support outcomes and needs from the Human Resource Business Partner (HRBP) teams and across the HR Leadership Teams for UW Health.

MAJOR RESPONSIBILITIES

- In partnership with HR leadership team, develops and implements a comprehensive and sustainable workforce analytics strategy and roadmap aligned with UW Health Strategic Playbook.
- Leads the transformation of data into information through the generation of reports and presentations that include actionable insights and recommendations to improve talent acquisition & retention, talent development, total rewards and employee engagement initiatives based on data analyses.
- Creates, implements, and sustains analytic structures to support workforce planning, integrating data from multiple data sources to represent the internal and external labor market supply and demand in partnership with HR and operational leadership.
- Leads the development of new and optimization of existing reports to drive meaningful business results. Supports HR Leadership Teams and HRBP Teams in the standardization and representation of data, reducing variation where possible and appropriate.
- Responsible for talent management cycle, including talent acquisition, employee development and mentoring, performance management, etc. for all direct reports.
- Works closely with internal technology teams and vendors to deliver tools, dashboards, and system solutions. Lead the interpretation of data to identify significant differences, relationships, and trends in data. Reports results of statistical analyses with innovative and creative visuals to communicate with departments across the health system.
- Provides coaching and training on use and interpretation of workforce data and metrics. Able to manage data and lead the development and oversight of predictive models related to workforce trends. Leads the team and standard work related to the following functions retrieves, reviews, compiles, analyzes and distributes reports on an on-going basis.
- Drives value from benchmarking vendor(s) through the incorporation of annual and quarterly benchmarks, insights, and custom analyses. Oversees the participation and submission for benchmarking surveys on behalf of UW Health.
- Assists with the development, implementation and coordination of multiple projects and diverse activities supporting the growth and strategic imperative around workforce both directly and indirectly.
- Leads activities related to the UW Health enterprise data governance, including the Business Owner Groups involved in UW Health's Workforce Imperative and Workforce Strategy initiatives. Define and track workforce metrics aligned to the organization's annual operating plans, incentive plans and strategic KPIs for the UW Health system. Additionally, recommend and track measures specifically aligned with the HR Operating Plan and Annual Workplan.

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- Helps to implement or lead data teams/committees to ensure accuracy and alignment of the workforce data needed to advance other workstreams.
- Incorporate industry trends and best practices in people analytics, data science, and HR technology to continuously improve processes and methodologies.

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

JOB REQUIREMENTS

Education	Minimum	Bachelor's degree in Human Resources, Business Administration, Data Science, Statistics, or a related field
	Preferred	Master's degree in a related field.
Work Experience	Minimum	<ul style="list-style-type: none"> • Seven (7) years work experience, including five (5) years of experience with significant responsibility for performance/process improvement required, working in HRIS systems, working in a data and analytics function, leadership experience, major workforce change initiatives or a combination of other related roles
	Preferred	<ul style="list-style-type: none"> • Ten (10) years work experience in related field and different levels of leadership. Operational leadership preferred in both a clinical and non-clinical setting. • Experience in pulling and creating reports within UW Health applications and/or Oracle Cloud. • Consulting experience. • Experience in working with HR Leadership Teams or HRBP's in the areas of workforce planning and business development preferred. • Experience in education, or experience in instructing or research preferred. • Change management leadership experience preferred. • Extensive experience in project management, program development, process improvement and/or strategic management preferred.
Licenses & Certifications	Minimum	
	Preferred	<ul style="list-style-type: none"> • PHR • SHRM-CP • PMP • Change Management Certification • Certification in Data and Analytics
Required Skills, Knowledge, and Abilities		<ul style="list-style-type: none"> • Excellent communication skills, with the ability to translate complex data findings into clear, compelling insights and recommendations for non-technical audiences. • Excellent problem-solving capabilities and analytical skills including good statistical background. • Familiarity with analytical tools, statistical analysis and creation of presentations and reports. • Structured, critical thinker with attention to detail, bias for action, client focus, and willingness to go the extra mile to solve to challenging problems. • Ability to manage multiple projects in parallel. • Systems thinking and ability to navigate and create independently. • Ability to collaborate effectively with stakeholders at all levels of the organization.

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 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.	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

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	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.