**UW HEALTH JOB DESCRIPTION**

**Clinic Coordinator**

**Job Code:** 802004  
**FLSA Status:** Exempt  
**Mgt. Approval:** S. Johnson  
**Date:** 8-16  
**HR Approval:** NNL  
**Date:** 8-16

**JOB SUMMARY**

The Clinic Coordinator has direct responsibility for the supervision of the OB/GYN Clinic Staff. In collaboration with the clinic manager, the Clinic Coordinator is also accountable for the effective management and delivery of care to patients in the clinic. This may include supervision of staff or coordination of projects that may span division wide. The Clinic Coordinator works in collaboration with the clinic manager, physicians, nurse practitioner, registered nurses, medical assistants, and clerical staff to plan direct and evaluate the care provided to patients and their families.

The clinic coordinator possesses expert clinical knowledge, which is applied systematically and continuously for collection of data in collaboration with multidisciplinary members to provide therapeutic care for the patient and/or family. This expertise includes providing care.

The coordinator has the daily responsibility for the management of patient care including clinic personnel, maintenance of the environment, and participation in the development and administration of the operating and capital budget. This coordinator communicates effectively with the faculty in planning for change, is skilled in problem solving techniques and team development, and provides feedback to both staff and administration. The Clinic Coordinator works collaboratively with leadership throughout the generalist division to provide standardized, seamless care.

Key responsibilities include supervision of staff, unanticipated direct patient care; coordinate and maintain staff and provider readiness of regulatory processes, overseeing staff development and education and quality improvement initiatives; staff evaluation, clerical and clinical staff scheduling; and conducting regular staff meetings for the purpose of education, information sharing, and problem solving activities. The Clinic Coordinator reports to the Union Corners Clinic Manager.

**MAJOR RESPONSIBILITIES**

The incumbent performs the following **job responsibilities**:

**A. Service Standards and Customer Service**

1. Holds self to and role models the highest possible level of UWHealth service standards and customer experience expectations.
2. Holds staff accountable for meeting all service standards and customer service expectations.
3. Collaborates with all assigned work areas to set goals and meet them for exceeding patient visit expectations.

**B. Clinical Practice and Leadership**

1. Integrates the principles and philosophy of the professional nursing care delivery system into practice.
2. Serve as a role model to other nursing personnel by demonstrating effective direct patient care, leadership and professional behavior.
3. Develops monthly clinic staffing schedules. Reviews appointment schedule on daily and weekly basis and makes adjustments in clinic staff schedules as needed. Takes sick calls and makes adjustments as necessary.
4. Provides direct nursing care and patient education to patients/families, assuring continuity of care.
5. Serve as a liaison with medical staff to identify issues of mutual concern, solve problems, and review clinic schedules, staffing plans and overall operation of the clinic.
6. Provides for a staff performance evaluation process, which includes appropriate counseling in relation to performance, corrective discipline, and termination.
7. Carries out recruitment process for the clinic staff and includes providers and other appropriate individuals in the decisions to hire.
8. Provides OB/GYN Clinic-specific orientation to clinic roles for all clinical staff. Participates in assuring the availability of appropriate continuing education.
9. Enforces adherence to UW Health and departmental policies.

**B. Management of Resources**

1. Promotes open and effective communication among staff, ambulatory division, the medical faculty and other departments.
2. Is responsible for a safe and therapeutic environment for patients, visitors, and staff.
3. Develops and utilizes a process for effective fiscal management of the clinic.
4. Participates in budget development and monitoring for clinic.
5. Develops and implements an ongoing process for problem-solving that includes input from department faculty and appropriate hospital departments.
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6. Develops and implements efficient systems to enhance patient satisfaction and provider productivity.
7. Effect collaborative alliances and promote teamwork.

C. Maintenance of Quality Care
   1. Serve as a role model, demonstrating effective patient care, leadership and professional behavior.
   2. Act as a consultant and clinical resource to clinic staff through provision of patient care and coordination of care.
   3. Coordinate medical and nursing management of patient care in the clinic on a daily basis.
   4. Supports patient advocacy, the Patient’s Bill of Rights and UW Health Clinic Service Standards and HIPAA compliance.
   5. Develops maintains and evaluates patient care standards for the clinic.
   6. Monitors all nursing activities related to patient care.
   7. Promotes a unit-based, multi-disciplinary quality improvement program that incorporates patient care standards and meets regulatory guidelines for ambulatory care.

D. Education/Outreach
   1. Creates an environment in which staff learning is supported and stimulated.
   2. Participates in patient, family and staff teaching.
   3. Meet personnel continuing education and developmental needs.
   4. Collaborates with clinical instructors and faculty in planning, guiding, and evaluating students’ clinical experience.
   5. Serves as a resource person to staff in other clinics as appropriate.
   6. Supports and/or participates in research programs approved by the Department of OB/Gyn and the University.
   7. Supports and/or participates in community outreach programs.

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

<table>
<thead>
<tr>
<th>JOB REQUIREMENTS</th>
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<tbody>
<tr>
<td><strong>Education</strong></td>
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<tr>
<td>Minimum</td>
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<tr>
<td>Preferred</td>
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<tr>
<td><strong>Work Experience</strong></td>
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<td>Minimum</td>
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| Preferred         | • Three (3) years of OB/GYN nursing experience preferred  
|                   | • Progressive, nursing management experience with demonstrated success, preferably in ambulatory care. |
| **Licenses & Certifications** |
| Minimum           | • Registered Nurse license in the State of Wisconsin.  
|                   | • Current CPR. |
| Preferred         |                   |
| **Required Skills, Knowledge, and Abilities** |
|                   | • Ability to follow and agree to ambulatory service standards  
|                   | • Prefer experience with Health Link (EPIC) medical record  
|                   | • Excellent interpersonal communication, problem solving and conflict resolution skills.  
|                   | • Possession of analytical decision-making skills necessary to quickly assess and resolve complex logistical, technical and patient care problems and issues.  
|                   | • Ability to train, motivate and supervise subordinate staff.  
|                   | • Ability to address and manage conflict in a direct and professional manner.  
|                   | • Ability to build collaborative relationships with physicians.  

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,

<table>
<thead>
<tr>
<th>Infants (Birth – 11 months)</th>
<th>Adolescents (13 – 19 years)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Toddlers (1 – 3 years)</td>
<td>X Young Adult (20 – 40 years)</td>
</tr>
<tr>
<td>Preschool (4 – 5 years)</td>
<td>X Middle Adult (41 – 65 years)</td>
</tr>
<tr>
<td>School Age (6 – 12 years)</td>
<td>X Older Adult (Over 65 years)</td>
</tr>
</tbody>
</table>

JOB FUNCTION
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.

<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>
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<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 up 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 up 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: