

## UW HEALTH JOB DESCRIPTION

### Pediatric Coordinator

**Job Code:** 802017

**FLSA Status:** Exempt

**Mgt. Approval:**    **Date:** 2-17

**HR Approval:** R. Temple    **Date:** 2-17

#### JOB SUMMARY

The Pediatric Coordinator has direct responsibility for the coordination of pediatric staff activities. In collaboration with the manager, the Pediatric Coordinator is also accountable for the effective management and delivery of care to patients. The Pediatric coordinator works in collaboration with the 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 Pediatric 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, 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 Pediatric Coordinator works collaboratively with leadership throughout the generalist division to provide standardized, seamless care.

#### 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 UW Health 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.
  - 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 schedules, staffing plans and overall operation.
  - 6. Enforces adherence to UW Health and departmental policies.
  
- 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 areas as appropriate.
  - 6. Supports and/or participates in research programs approved by the Department 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.**

## UW HEALTH JOB DESCRIPTION

### JOB REQUIREMENTS

Education	Minimum	Advanced Degree or Bachelor in Nursing
	Preferred	
Work Experience	Minimum	Three (3) years of nursing experience
	Preferred	<ul style="list-style-type: none"> <li>• Three (3) years of OB/GYN nursing experience preferred</li> <li>• Progressive, nursing management experience with demonstrated success, preferably in ambulatory care</li> </ul>
Licenses & Certifications	Minimum	<ul style="list-style-type: none"> <li>• Registered Nurse license in the State of Wisconsin</li> <li>• Current CPR</li> </ul>
	Preferred	
Required Skills, Knowledge, and Abilities		<ul style="list-style-type: none"> <li>• Ability to follow and agree to ambulatory service standards</li> <li>• Prefer experience with Health Link (EPIC) medical record</li> <li>• Excellent interpersonal communication, problem solving and conflict resolution skills</li> <li>• Possession of analytical decision-making skills necessary to quickly assess and resolve complex logistical, technical and patient care problems and issues</li> <li>• Ability to train, motivate and supervise subordinate staff</li> <li>• Ability to address and manage conflict in a direct and professional manner</li> <li>• Ability to build collaborative relationships with physicians</li> </ul>

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

### 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.*

Physical Demand Level	Occasional Up to 33% of the time	Frequent 34%-66% of the time	Constant 67%-100% of the time
<b>Sedentary:</b> 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.	<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
<input checked="" type="checkbox"/> <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>
List any other physical requirements or bona fide occupational qualifications:			

## **UW HEALTH JOB DESCRIPTION**

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.