

UW HEALTH JOB DESCRIPTION

PROGRAM MANAGER, DIVERSITY, EQUITY & INCLUSION

Job Code: 322002	FLSA Status: Exempt	Mgt. Approval: N. Takahashi	Date: March 2024
Department: DEI & Interpreter Services		HR Approval: B. Haak	Date: March 2024

JOB SUMMARY

UW Health acknowledges, honors and values diverse backgrounds, perspectives and cultural differences. Diversity Equity and Inclusion programs foster a culture of antiracism and inclusion among patients, employees, learners and the communities we serve. Through teaching, discovery and advocacy, the Diversity Equity and Inclusion Department promotes equity in access to quality care and upholds UW Health's commitment to diversity, equity, and inclusion.

The Program Manager, Diversity, Equity & Inclusion (DEI) is responsible for designing and managing the implementation, operations, and evaluation of policy, systems, processes, and programming for diversity, equity and inclusion initiatives across UW Health (UWH) and the University of Wisconsin School of Medicine & Public Health (SMPH).

The Program Manager, Diversity, Equity & Inclusion, acts as a point of contact responsible for embedding an equity lens across UWH and SMPH culture by providing consultation around diversity equity and inclusion programming and initiatives. by working with key leaders and other critical cross functional team members.

When applicable, the Program Manager, Diversity, Equity & Inclusion provides oversight and day to day guidance for the direction and leadership of operational, programmatic and personnel activities for their team.

MAJOR RESPONSIBILITIES

- Develop processes for identifying, prioritizing, and resourcing initiatives to improve diversity, equity and inclusion learning, engagement, and professional development for all staff and providers across the academic health care system.
- Embed and evaluate the use of an equity lens across UWH and SMPH by identifying new initiatives and furthering current diversity, equity and inclusion professional development of staff across the system through cross functional teamwork.
- Ensure program activities are coordinated, aligned, and sequenced with SMPH, organizational or strategic initiatives and/or other improvement activities in collaboration with Organizational Development and Provider Services.
- Act as liaison between project teams and applicable departments to ensure project deliverables are completed on time with high quality.
- Lead some facilitation of learning and creation of equity tools to support professional development across the system
- Establishes and maintains internal partnerships with subject matter experts and may manage academic alliances and partnerships with specialty focused vendors to provide support for embedding an equity lens across UW Health and SMPH
- Collaborate and partner closely with Human Resources, Provider Services and Patient Relations across UWH and SMPH.
- Monitors and measures customer satisfaction and level of service provided through appropriate mechanisms to evaluate and implement improvements as needed.
- If applicable, supervise the daily operations of a team of professionals through employee lifecycle, including talent acquisition, employee training, growth and development, and performance management.

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

JOB REQUIREMENTS

Education	Minimum	Bachelor's degree in organizational development, social work, healthcare administration, industrial engineering, or related field.
	Preferred	Master's degree in a relevant subject area

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Work Experience	Minimum	<ul style="list-style-type: none"> Three (3) years of experience with implementation of DEI initiatives and programming, including assessment, planning, design, development, implementation, and evaluation. Project management, and diversity, equity and inclusion programming with all levels of leaders within a large organization.
	Preferred	<ul style="list-style-type: none"> Experience designing and implementing diversity, equity and inclusion initiatives. Previous experience working with HR Experience in organizational and leadership development. Experience in a large academic or complex health program and work with faculty and providers
Licenses & Certifications	Minimum	
	Preferred	DEI certificate program and/or adult learning and professional development certificate
Required Skills, Knowledge, and Abilities		<ul style="list-style-type: none"> Ability to work in a remote virtual environment and confidently and strategically use technology to support the expansion of DEI learning and resources and engagement of their team. Demonstrated creativity and flexibility. Ability to operate in high-pressure situations. Excellent organizational skills. Demonstrated innovative approach to problem resolution. Ability to work collaboratively across UW Health entities and disciplines. Demonstrated commitment to patient- and family centered care. Broad knowledge of modern health care administration practices and principles within a managed care environment and/or an academic medical center. Strong project and change management skills with superior ability to follow through and manage complex organization level projects Strong relationship building skills for creating a collaborative approach for the development and delivery of leadership development programs. Experience in a large company environment and ability to handle many tasks simultaneously with ability to analyze, evaluate and solve problems. Good working knowledge of and practical experience in using instructional design and performance consulting processes Strong and effective communicator, both verbally and in writing, to both internal and external customers. Strong presentation and facilitation skills with developed knowledge in the principles of adult learning. Ability to independently research issues and make effective recommendations using critical thinking skills. Effective analytical ability to solve complex problems and issues. Strong orientation to customer service and demonstrated customer service skills and ability to work with a diverse group of people. Track record demonstrating ability to function independently and as a team member, and consistently deliver quality outcomes. Ability to maintain confidentiality of any and all information encountered. Demonstrated analytical ability: ability to identify, understand, analyze and design unique and innovative solutions to complex learning technology challenges. Proficiency using the following applications/software is required: <ul style="list-style-type: none"> MS Outlook MS Word MS PowerPoint MS Excel

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

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	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#
Other - 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.