

UW HEALTH JOB DESCRIPTION

Program Manager, Innovation

Job Code: 322001	FLSA Status: Exempt	Mgt. Approval: E. Hagerman	Date: January 2022
Department: Legal – Translational Innovation		HR Approval: S. Whitlock	Date: January 2022

JOB SUMMARY

Under the direction of Isthmus Project leadership, the Program Manager, Innovation will shape Isthmus Project operational processes, contribute project management support to innovation projects, lead communication strategies and administrative duties to support innovation and entrepreneurship at UW Health. The Program Manager will develop and maintain project, program, and department documentation and communication of timelines, project plans, status reports and accomplishments. The Program Manager collaborates with group members to establish priorities, execute strategies, and implement activities.

The position will work in collaboration with multiple stakeholders across the UWH/UW ecosystem, creating and defining effective operational processes, identifying and executing strategies to build a thriving program, and play a critical role in promoting a culture of innovation. The individual must be comfortable working autonomously in a complex environment with diverse projects spanning wide-ranging timelines and therefore, must possess the ability to remain professional and flexible while providing structure to underdefined and complex processes and projects. The Program Manager will identify and leverage a variety of resources to achieve program objectives and must be adept at working successfully with a variety of stakeholders including innovators, analysts, leaders, clinical staff, and other employees at all levels. The individual is expected to incorporate continuous process improvement into daily work using critical thinking and problem-solving skills to address opportunities for improvement, drive actionable results, track successes, and promote stakeholder engagement in solution development. The Program Manager also maintains schedules including coordinating arrangements for Isthmus Project personnel and manages basic administrative tasks for the office. This role has the potential to include management of direct reports as the scope of the Isthmus Project grows.

MAJOR RESPONSIBILITIES

- **Program Management**

1. Think creatively to develop and streamline operational and system updates, define workflows and process maps, and proactively plan and implement improvements
2. Be a 'thinking partner' for Isthmus Project team members to challenge, refine and build solutions (This can apply to specific innovation project work as well as system/process work.)
3. Define objectives, develop, and maintain protocols, optimize opportunities, evaluate program effectiveness, track and analyze data, and measure success, own Isthmus Project performance dashboard
4. Provide oversight and guidance, development, and demonstration of performance competencies, and mentoring to direct reports
5. Advocate for resources, collaborations, and future changes to support healthcare innovation at UWH
6. Contribute to annual budget process
7. Develop status reports, prepare professional presentations to deliver to multiple audiences
8. Efficiently plan, schedule, and facilitate meetings of varied participants, using standard meeting management tools and techniques (agenda, minutes, action items, etc.)

- **Communications and Marketing**

1. Work with Isthmus Project leadership and UWH Marketing partners and/or vendors to manage marketing and communication strategy and content, maintain website and social media presence, and think creatively to leverage resources and expand efforts across the UW/UWH and Innovation Network
2. Create engaging content to accommodate various audiences across multiple outlets
3. Manage deadlines and delegate tasks while also motivating team members to contribute to content and adhere to production plan schedule
4. Initiate new networking opportunities and plan activities to expand efforts, increase awareness, and continue to invite internal and external opportunities
5. Work with internal and external partners to maximize opportunities such as features in newsletters, cross-promotion of content, advertisements, etc.
6. Use a proactive approach along with strategic planning skills to advance future efforts and activities
7. Drive action and provide excellent customer service with a goal of inviting past customers to act as advocates

UW HEALTH JOB DESCRIPTION

8. Track and report trends, manage a dashboard, and present findings to key stakeholders

- **Project Management**

1. Contribute to Isthmus Project efforts to support innovators through the many stages of commercialization of healthcare innovation.
2. Oversee and maintain a portfolio of complex healthcare innovation projects and provide high quality customer service to all stakeholders
3. Manage project scope and logistics, apply project management tools and principles to define and monitor project progress, document and monitor timelines and deliverables, and resolve risks and barriers to achieve goals
4. Define and develop complex project plans spanning various timelines, identify targets and deliverables that support healthcare innovation, and ensure timely completion of deliverables
5. Efficiently and effectively allocate and delegate resources to support initiatives, achieve milestones, and drive action
6. Engage project teams, identify key stakeholders, manage project risks, and track action items, issues, and key decisions
7. Review project status frequently, analyze and troubleshoot results, and remain flexible throughout the project's life cycle to accommodate project pivots and product iterations
8. Monitor and update records in customer relationship management software (CRM) to ensure teams and stakeholders are well-informed of task assignments, deadlines and project status
9. Assist with monitoring network of innovation-related resources both internally and externally

- **Administrative Responsibilities**

1. Limited Scheduling/Coordination for Isthmus Project team
2. Contribution to Annual Budget planning cycle
3. Limited invoice processing

- **Continuous Learning and Personal Development**

1. Maintain current knowledge of trends and issues in health care, health legislation and related topics.
2. Develop and maintain professional relationships with stakeholders and continuously seek to build new positive relationships.
3. Continuously seek new learning opportunities pertaining to position. Analyze and, as appropriate, act upon new concepts, trends, and initiatives within the health care industry that support the mission of the Isthmus Project.
4. Establish connections and network with other UW Health project managers to ensure alignment and consistency.

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

JOB REQUIREMENTS

Education	Minimum	Bachelor's Degree in Health Care Administration, Public Health, Social Work, Business Administration, Economics, Industrial Engineering or related field. Four (4) years of relevant process improvement and project coordination experience may be considered in lieu of degree in addition to the experience below.
	Preferred	Bachelor's Degree in Business Administration, Health Care Administration, Public Health, Marketing or related field
Work Experience	Minimum	Three (3) years of process improvement and project management
	Preferred	Four (4) years of process improvement and project management Administrative experience in a healthcare or complex organization Familiarity with innovation and entrepreneurship
Licenses & Certifications	Minimum	
	Preferred	CRM experience/certification (Salesforce)
Required Skills, Knowledge, and Abilities		<ul style="list-style-type: none"> • Critical thinking skills, strong organizational, decision-making and problem-solving skills • Demonstrated experience managing multiple complex initiatives across organizational boundaries in close collaboration with leaders • Attentiveness to details without losing sight of big picture • Ability to anticipate potential issues • Ability to translate strategies and goals into the design and implementation of systems and processes

UW HEALTH JOB DESCRIPTION

	<ul style="list-style-type: none"> • Comfortable working autonomously, exercising good judgement and decision making • Ability to generate professional, clearly written communication that is tailored to the audience • Extremely strong customer service skills • Excellent facilitation, conflict resolution and interpersonal skills
--	---

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)
<input type="checkbox"/> Toddlers (1 – 3 years)	<input type="checkbox"/> Young Adult (20 – 40 years)
<input type="checkbox"/> Preschool (4 – 5 years)	<input type="checkbox"/> Middle Adult (41 – 65 years)
<input type="checkbox"/> School Age (6 – 12 years)	<input type="checkbox"/> 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 docketts, 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.