

UW HEALTH JOB DESCRIPTION

Program Manager - RN

Job Code: 303001	FLSA Status: Exempt	Mgt. Approval: Various	Date: July 2023
Department: Various		HR Approval: K. Fleming	Date: July 2023
Please direct requests for updates to this PD to HR BP			

JOB SUMMARY

The Program Manager - RN is a Registered Nurse responsible for designing and managing the implementation, operations, and evaluation of strategic programs or functions of the assigned program of responsibility. Responsibilities include designing communication to internal and external stakeholders, coordinating reports and statistics of programmatic performance, analyzing, and exploring other programs, as well as drafting business plans as needed. Additionally, the Program Manager completes and oversees applications for external awards, accreditations, and participates in various process design and improvement initiatives.

The Program Manager - RN is considered a technical expert for all processes and procedures in their program of responsibility. They are responsible for directing, evaluating, and providing feedback to employees who participate in the operations of the defined program. The Program Manager - RN will work collaboratively with all organizational stakeholders including other program managers, leaders, staff, providers, and others as is necessary.

MAJOR RESPONSIBILITIES

Program Leadership

- In conjunction with organizational and departmental leadership, works to ensure the program is based on current evidence-based practice/guidelines.
- As applicable to program, ensures care and standards are delivered in accordance with the guidelines to provide patients with optimal outcomes.
- Serves as a technical expert for all programmatic processes and procedures.
- Provides guidance to others involved in the program.
- Provides program related employee feedback to applicable managers.
- As applicable, schedules and forecasts program staffing and other resource needs.
- Evaluates and reports program status and changes to departmental and/or organizational senior leadership.
- Oversees strategic and operational program projects.
- Drives outcomes defined by program deliverables.

Service Delivery

- Participates in, provides, and arranges program education.
- Role models service excellence in interactions with internal and external constituents.
- Establishes strong cooperative relationships with applicable leaders by providing the information, tools, and services necessary to carry out their leadership responsibilities.

Communication

- Designs and orchestrates the delivery of applicable communication to medical staff, other healthcare team members, and leaders to establish goals and strategies related to the program.
- Coordinates presentations and ensures consistent communication related to program assignments.
- Translates data from registries and databases into meaningful stories related to strategic aspects of the program.

Operational Improvement

- Oversees collection and utilization of operational and benchmarking data to recommend targets for improvements.
- Recommends and participates in the review and implementation of program process improvements, monitoring and measuring process changes made.
- Facilitates cross-functional performance improvement teams.
- Researches best practices and recommends process improvements to leadership based on the research.
- Reviews and recommends policies that support the program.

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Strategic Planning

- Acts as program leader on planning teams and oversees coordination of planning process, financial, and marketing strategies.
- Monitors and tracks performance of new processes to facilitate programmatic adjustments needed to assure accomplishment of objectives.
- Researches and synthesizes operational and benchmarking best practices, preparing reports, proposals, and business plans as indicated.
- Develops processes to assure timely communications to stakeholders about the status of projects being planned or implemented.

Program Recognition

- Researches, analyzes, and recommends opportunities for external program recognition.
- Manages, coordinates content with others, completes and oversees applications for external program recognition.

Community Outreach

- As applicable, designs and leads educational events for patients and families.
- Collaborates on communication efforts with Marketing & Communications as is needed by the program.
- Assesses and implements continuing education based on the developmental needs for self and others associated with program.

Other Duties as Assigned

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

JOB REQUIREMENTS

Education	Minimum	Bachelor of Science in Nursing and Master's in Nursing, Healthcare, Administration or related field
	Preferred	
Work Experience	Minimum	Five (5) years relevant nursing experience to program of responsibility
	Preferred	Prior program management/leadership experience
Licenses & Certifications	Minimum	Licensed as a Registered Nurse (RN) in the State of WI or holds a license issued by a jurisdiction that has adopted the nurse licensure compact.
	Preferred	Certification in a relevant specialty
Required Skills, Knowledge, and Abilities		<ul style="list-style-type: none"> • Exceptional oral and written communication skills and with an ability to use a variety of communication methodologies. • Ability to independently research issues and make effective recommendations using critical thinking skills. • Effective analytical ability to solve complex problems and issues. • Excellent customer service skills and ability to work with a diverse group of people. • Ability to function independently and as a team member. • Ability to consistently deliver quality outcomes. • Excellent organizational skills and attention to detail. • Competent in MS Outlook, Word, Excel, and PowerPoint.

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.

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PHYSICAL REQUIREMENTS			
Indicate the appropriate physical requirements of this job in the course of a shift. <i>Note: reasonable accommodations may be made available for individuals with disabilities to perform the essential functions of this position.</i>			
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
	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
	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#
	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#
	Very Heavy: Ability to lift over 100 pounds with frequent lifting and/or carrying objects weighing over 50 pounds.	Over 100#	Over 50#
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.