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| Program Manager – Vendor Liaison |
| **Job Code: 303017** | **FLSA Status: Exempt** | **Mgt. Approval: K. DeNoma** | **Date: October 2014** |
| **Department: Supply Chain – Vendor Liaison Office** | **HR Approval: C. Wittleder**  | **Date: October 2014** |
| JOB SUMMARY |
| The Program Manager is responsible for overseeing all activities of the Vendor Liaison Office, ensuring vendor compliance with all policies governing the behavior of vendor personnel across UW Health, and managing other non-vendor-related tasks assigned to the VLO.* Coordination of research study monitor access to HealthLink, in conjunction with the SMPH ICTR program;
* Coordination of interactions between CCKM and the UW Health Simulation Center;
* Coordination of UW Health Observer On-boarding Program
	+ Oversight of shared policies that govern on-boarding;
	+ Communication of program requirements to UW Health supervisors, managers and department heads, as well as faculty physicians who sponsor observers in clinical areas;
	+ Oversee all communication with observation candidates applying for observation experiences at UW Health
* Coordination of technology loan-borrow procedure in collaboration with Technology Assessment Program, Purchasing Department and other departments involved in reviewing requests to borrow biomedical equipment from various vendors.
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| MAJOR RESPONSIBILITIES |
| 1. Manage vendor management tracking and reporting processes for vendors with products/services related to patient care.
2. Manage vendor registration process throughout UW Health. Duties include, but not limited to:
3. Manage non-physician observer process throughout UW Health. Duties include, but not limited to:
4. Manage research monitor process
5. Manage distribution of Vendor Liaison Communications
6. Investigates claims of policy violation and manages the policy-prescribed disciplinary process.
7. Supervise other VLO team members
8. Additional Duties
* Coordination, and implementation of changes to UWHC Policy 8.36 (Medication Samples), and UW Health Policies 11.19 (Vendor Liaison Office) and 1.48 (Non-Physician Observer Policy).
* In partnership with Pharmacy, conduct clinic inspections to ensure compliance to Policy 8.36 and the expectations of The Joint Commission.
* Coordinates process, in conjunction with Security, Surgical Services, Central Services, AFCH, etc., to allow selected vendors access to the secure vault in Central Services (D6/160)
* Act as conduit between all external components of industry and UW Health.
* Effectively triages requests by the vendor community upon UWHC, UWMF, UHS, SMPH, School of Nursing, School of Pharmacy, etc.
* Coordinates all program management with vendor community.

**ALL DUTIES AND REQUIREMENTS MUST BE PERFORMED CONSISTENT WITH THE UW HEALTH PERFORMANCE STANDARDS.** |
| JOB REQUIREMENTS |
| Education | Minimum | Bachelors degree |
| Preferred |   |
| Work Experience | Minimum  | Five years of experience as coordinator or lead worker in a health care or service industry |
| Preferred | Management experience |
| Licenses & Certifications | Minimum  |  |
| Preferred |  |
| Required Skills, Knowledge, and Abilities | * Computer skills; knowledge of Microsoft Word, Excel and Access desirable
* Ability to prepare reports from Excel, Access or other specialized database
* Strong customer service skills
* Strong organizational skills
* Good written and verbal communication skills
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| 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,  |
|  | Infants (Birth – 11 months) |  | Adolescent (13 – 19 years) |
|  | Toddlers (1 – 3 years) |  | Young Adult (20 – 40 years) |
|  | Preschool (4 – 5 years) |  | Middle Adult (41 – 65 years) |
|  | School Age (6 – 12 years) |  | Older Adult (Over 65 years) |
| JOB FUNCTIONSReview 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.** *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 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. | **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#** |
| **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.