The Program Director, RN Breast Center provides administrative and strategic leadership of operational, financial, programmatic and personnel activities across the Breast Center. The Program Director collaborates with administrative leadership across multiple service lines and departments to execute a cohesive organizational development strategy that aligns with the UW Health mission and strategic plan and maintains open and ongoing communications.

While the range of duties and responsibilities is broad and varied, the position’s major responsibility is the development and successful implementation of the Breast Center strategic business plan. The Program Director will accomplish this by ensuring the clinical integration and successful implementation of all Breast Center units and processes, including clinical programming, strategic development, financial management, patient care operations, and human resource optimization. The Program Director forges strategic partnerships with community leaders and organizations to position the Breast Center as the region’s preeminent authority on breast health. This includes the creation and implementation of development initiatives to maximize philanthropic commitments from the community, the region, and nation.

The Program Director dually reports to the Director of Oncology Services and the Breast Center Medical Director, and works closely and collaboratively with UW Health Surgery, Radiology, and Cancer Center operational leadership. The Program Director has management and budgetary responsibility for the Multidisciplinary Breast Center and the Oncology Genetics Department. Breast Imaging across Dane County including Mammography and Breast Ultrasound report to the Program Director in a matrix relationship with Radiology. The Program Director works collaboratively with departments that provide service to UW Health breast cancer patients including General Surgery, Plastic Surgery, Pathology, Medical Oncology, Radiation Oncology, Operating Rooms, and Occupational Therapy. As the UW Health administrative leader for breast care services, the Program Director establishes processes to promote optimization of patient care across these departments providing consistent, outstanding, evidence-based care to breast patients.

### Major Responsibilities

#### Program Leader
- Aligns UW Health’s mission, vision and values with the Breast Center’s organizational and operational framework.
- Formulates Breast Center objectives, goals and strategies. Collaboratively assesses trends and new opportunities; develops actionable tactical plans to meet growth and programmatic objectives.
- Evaluates the progress of new programs by benchmarking best practices in both the clinical and academic arenas and identifying measurable outcomes for best practices.
- Remains current of new trends and best practices and incorporates accordingly.
- Manages and facilitates the UW Health Breast Center Steering Committee comprised of physician and administrative leaders from the specialties across UW Health that serve breast patients. Guides the Steering Committee as a vehicle to prioritize Breast Center initiatives and resources with multidisciplinary stakeholder input.
- Prepares and delivers reports to UW Health Breast Center strategic leadership outlining progress towards meeting annual goals in finance, clinical activity, quality metrics, safety, marketing and human resources.
- Develops and maintains communication vehicles that reach all faculty and staff that contribute to the care of breast patients at UW Health; shares important strategic and operational information broadly and fosters a sense of pride and connection with the UW Health Breast Center.
- Ensures the UW Health Breast Center provides an environment of patient and family centered care with behaviors, actions and language that reflects UW Health Service Standards for ambulatory settings.

#### Administrative Leader
- Fosters processes that catalyze the involvement and delivery of high-quality patient-and family-centered care.
- Ensures the delivery of exemplary customer service throughout the Center.
- Engages Breast Center managers and physicians in continuous improvement of systems and processes as well as innovative changes for maximal patient safety and outcome quality.
UW HEALTH JOB DESCRIPTION

- Leverages data and information to identify opportunities for quality improvement in Breast Center operations; charts process improvement teams to address areas of need.
- Creates systems to motivate and encourage staff, articulate expectations, monitor progress, and reward success.
- Manages complex interdepartmental and interdisciplinary relationships to maximize collaboration across the enterprise.
- Oversees the adoption of new technology to benefit the care of breast cancer patients at UW Health. Leads processes to evaluate technology and develops adoption and implementation plans that are comprehensive and ensure successful change management.
- Organizes and prioritizes time and resources to manage efficiency in the Breast Centers with delegation to appropriate managers and lead individuals in the Center.
- Ensures the development, implementation and monitoring of effective policies and procedures by managers.
- Remains current of new trends and best practices for Breast care and incorporates the use of evidence based practice into program development.
- Effectively facilitates meetings for UW Health Breast Center activities.
- Articulates and presents data and information in a clear and concise manner for review and discussion among the Breast Center and UW Health system. Obtains regular reports from the departments and clinics.
- Creates an environment that encourages diverse opinion and recognizes differences.
- Works with Marketing and Public Affairs on developing, implementing and monitoring effective strategies.
- Works with Patient Resources/Patient Relations to ensure patient-family involvement where appropriate.
- Works with appropriate departments to develop comprehensive patient education programs.

Financial Manager
- Actively seeks opportunities for sustained positive financial outcomes of the Breast Center; engaging managers in the processes for financial growth and improvement.
- Establishes realistic and actionable annual financial goals.
- Actively benchmarks similar breast centers to set annual targets.
- Establishes annual operating and capital budgets within UWMF and UWHC, monitoring data. Develops long-range space, equipment and IT/HealthLink plans.
- Works with Medical School Department Chairs and administrators on provider staffing models.
- Demonstrates fiscal responsibility and works to ensure the creation of plans, justification of variances and analysis of cost benefits.
- Provides guidance to managers to effectively allocate resources including FTEs and staffing at each location.
- Ensures effective management and maintenance/trouble-shooting of facilities and equipment.
- Articulates financial goals, constraints, and opportunities to Center staff.

Resource Manager
- Engages Center managers to facilitate the achievement of the Center’s mission and the mission of UW Health.
- Creates a climate that produces positive staff motivation and productivity and ensures adequate training of all new staff and ongoing education, as well as fosters cross-campus team building.
- Interviews manager candidates to select top talent, matching Center needs with appropriate skill sets. Helps to ensure that managers do the same for staff reporting to them.
- Develops and implements recruitment and retention strategies that support a healthy organizational culture.
- Aligns manager and staff roles with Center strategy and develops reward systems to incentivize performance.
- Assesses manager and staff development needs, identifies goals and budgets for appropriate resources.
- Establishes manager performance metrics and establishes an actionable and measurable improvement plans. Helps to ensure that managers do the same for staff reporting to them.
- Develops reward systems for exemplary performance, leveraging strong employees as a model for staff growth and success.
- Maintains membership in professional organizations to develop knowledge and resources through networking, continuing education, and active participation.
- Ensures integration of ethical standards and core values into everyday work activities.
UW HEALTH JOB DESCRIPTION

Educator/Research Facilitator
- Provides opportunities to aspiring clinicians and leaders to develop skills to meet career goals.
- Contributes to a learning environment by providing educational and research experiences to students, residents, fellows, and faculty as well as patients first and foremost.

Critical Interfaces
- Leads and/or serves on a variety of appropriate internal and external committees to represent the Breast Center.
- Serves as a representative of the Breast Center to UW Health, UW School of Medicine and Public Health, and referring physicians in order to communicate shared interests and develop and sustain relationships across the UW Health enterprise and beyond.

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

JOB REQUIREMENTS

<table>
<thead>
<tr>
<th></th>
<th>Minimum</th>
<th>Preferred</th>
</tr>
</thead>
<tbody>
<tr>
<td>Education</td>
<td>Bachelor’s Degree in Nursing and currently working on Master’s Degree or</td>
<td>Master’s Degree in Nursing or Healthcare administration</td>
</tr>
<tr>
<td></td>
<td>willing to do so within 18 months of hire</td>
<td></td>
</tr>
<tr>
<td>Work Experience</td>
<td>Three (3) years of relevant experience in the management of ambulatory</td>
<td>Five (5) years of relevant experience in the management of ambulatory</td>
</tr>
<tr>
<td></td>
<td>services and/or programs.</td>
<td>services and/or programs. Has held administrative position in a large</td>
</tr>
<tr>
<td></td>
<td></td>
<td>academic or complex oncology program that included breast oncology services.</td>
</tr>
<tr>
<td>Licenses &amp;</td>
<td>Licensed as a Registered Nurse in the State of Wisconsin or equivalency.</td>
<td></td>
</tr>
<tr>
<td>Certifications</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>Preferred</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Certification in area of specialty or eligible for certification</td>
<td></td>
</tr>
</tbody>
</table>

Required Skills, Knowledge, and Abilities
- Excellent communication and interpersonal skills to include the ability to negotiate and resolve conflicts and build teams
- 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
- Effective analytical ability in order to develop and analyze options, recommend solutions to and solve complex problems and issues
- Demonstrated effective managerial and administrative leadership of clinical operations
- Knowledge of principles and techniques used in negotiation as applied to service contracts and equipment purchasing
- Effective organizational, planning and project management abilities
- Experience in financial and programmatic presentations
- Ability to function independently and deal with multiple, simultaneous projects
- Ability to recognize personal strengths and weaknesses and develop goals for professional growth and achievement
- Ability to demonstrate a commitment to quality and excellence
- Effective leadership abilities:
  - Ability to implement change in a positive, sensitive and forward-thinking manner
UW HEALTH JOB DESCRIPTION

• Planning and problem solving
• Developing goals and objectives, and establishing priorities
• Inspires confidence, appropriate risk taking and achievement of high standards
• Self-starter with a willingness to try new ideas
• Positive, can-do attitude coupled with a sense of urgency
• Good judgment and ability to act decisively at the right time
• Ability to persuade others and develop consensus
• Effective communication skills both in written and verbal presentation with a communication style that is open and foster trust, credibility and understanding.
• Ability to effect collaborative and promote teamwork
• Ability to ensure a high level of customer satisfaction including employees, patients, visitors, faculty, referring physicians and external stakeholders
• Ability to create win/win solutions and relationships

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,

<table>
<thead>
<tr>
<th>Infants (Birth – 11 months)</th>
<th>X</th>
<th>Adolescent (13 – 19 years)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Toddlers (1 – 3 years)</td>
<td>X</td>
<td>Young Adult (20 – 40 years)</td>
</tr>
<tr>
<td>Preschool (4 – 5 years)</td>
<td>X</td>
<td>Middle Adult (41 – 65 years)</td>
</tr>
<tr>
<td>x School Age (6 – 12 years)</td>
<td>X</td>
<td>Older Adult (Over 65 years)</td>
</tr>
</tbody>
</table>

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.

<table>
<thead>
<tr>
<th>Physical Demand Level</th>
<th>Occasional</th>
<th>Frequent</th>
<th>Constant</th>
</tr>
</thead>
<tbody>
<tr>
<td>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.</td>
<td>Up to 10#</td>
<td>Negligible</td>
<td>Negligible</td>
</tr>
<tr>
<td>Light: Ability to lift up to 20 pounds maximum with frequent lifting and/or carrying 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.</td>
<td>Up to 20#</td>
<td>Up to 10# or requires significant walking or standing, or requires pushing/pulling of arm/leg controls</td>
<td>Negligible or constant push/pull of items of negligible weight</td>
</tr>
<tr>
<td>Medium: Ability to lift up to 50 pounds maximum with frequent lifting/and or carrying objects weighing up to 25 pounds.</td>
<td>20-50#</td>
<td>10-25#</td>
<td>Negligible-10#</td>
</tr>
<tr>
<td>Heavy: Ability to lift up to 100 pounds maximum with frequent lifting and/or carrying objects weighing up to 25 pounds.</td>
<td>50-100#</td>
<td>25-50#</td>
<td>10-20#</td>
</tr>
<tr>
<td>Very Heavy: Ability to lift over 100 pounds with frequent lifting and/or carrying objects weighing over 50 pounds.</td>
<td>Over 100#</td>
<td>Over 50#</td>
<td>Over 20#</td>
</tr>
</tbody>
</table>

Other - list any other physical requirements or bona fide occupational qualifications not indicated above:
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.