

UW HEALTH JOB DESCRIPTION

Nursing Administrative Coordinator

Job Code: 2126	FLSA Status: Non Exempt	Mgt. Approval: S. Rees	Date: 5 -17
Department: Nursing/93040		HR Approval: R. Temple	Date: 5-17

JOB SUMMARY

I. The Nursing Administrative Coordinator – Confidential: The Nursing Administrative Coordinator is responsible for providing leadership and supervision to the Management Assistants- Conf, Nursing assigned to the inpatient Nurse Managers.

The Nursing Administrative Coordinator-Confidential position plays a pivotal role in shaping the culture of UWHC by building solid relationships with the Mgmt. Assistant staff and staff throughout Nursing Administration. He/she ensures consistent application of policies and provides supervision and leadership to the Mgmt. Assistants assigned to inpatient Nurse Managers. Responsibilities include: assessment of applicant skills related to core job functions, oversight of orientation and competency assessment, direct supervision of day-to-day activities to assure standardization of all aspects of the job performance such as scheduling, payroll, unit compliance and coordination of regular Mgmt. Assistant meetings to establish priorities and ensure support for major departmental initiatives, establishment of mechanisms to track completion of ongoing tasks/activities such as annual performance appraisals and maintenance of a central calendar detailing due dates for ongoing reports, etc. The incumbent is skilled in report generation and conducts specified statistical, financial and program specific research within assigned projects.

The Nursing Administrative Coordinator - Confidential position is responsible for managing and providing overall direction to the Mgmt. Assistants. He/she collaborates with the Nurse Managers to assure that the Mgmt. Assistant provides assistance and administrative support to the Nurse Manager and nursing staff of a defined clinical area. He/she assures that the Mgmt. Assistant's support programs across Nursing, as well as those programs for which the Nurse Manager is accountable. The Nursing Administrative Coordinator-Confidential uses independent judgment and decision making in carrying out required responsibilities. The incumbent assures that the Mgmt. Assistant's perform highly in their major responsibilities: projects related to program development, department operations, personnel and secretarial functions. He/she meets with the Mgmt. Assistant's regularly both as a group and individually to assure expectations and goals are met. An additional major function will be to generate reports to assure standardization of practices for all the Mgmt. Assistant's.

The Nursing Administrative Coordinator - Confidential has access to confidential information on a regular basis, and this access is necessary to job performance. This information is confidential personnel information relating to UWHC issues regarding employer-employee relationships. Access to this information is necessary to provide support services to nursing management staff.

The Nursing Administrative Coordinator - Confidential must know the organization and position structure within Nursing since communication will be with a wide range of personnel within Nursing as well as the Clinical Science Center. This person must exercise discretion, initiative and good judgment, as well as project a positive image of the department.

The Nursing Administrative Coordinator – Confidential reports to the Vice President, Associate Chief Nursing Officer, for day-to-day oversight and direction.

II. The Nursing Administrative Coordinator also acts as a liaison and provides support to the Human Resources (HR) Employee Relations (ER) Consultants assigned to all the Inpatient Nursing Units, Surgical Services, AFCH and Outpatient Clinics employees.

Support to HR Employee Relations Consultants:

A. Act as liaison between the Department of Inpatient Nursing and the HR Employee Relations Consultant to provide support for operational projects. Coordinator works closely with the Employee Relations Consultants. Consults with HR Employee Relations Consultants to provide expertise and guidance in planning employee relations related matters. Serve as employee and manager advocate.

Research, collect and track data on employee discipline to support Employee Relations Consultant and Nursing Services in providing counsel to managers on employee discipline.

Evaluates the feasibility of computerized reporting and record keeping processes for the Department of Nursing and HR Employee Relations.

Maintain files and logs. Designs and prepares a variety of reports on employee relations data.

Plans, implements and provides on-going maintenance of employee relations procedures.

B. Support and assist Inpatient Nurse Managers, AFCH Nurse Managers, Clinic Managers, Surgical Services Managers and Supervisors with discipline meetings for staff. Provide advice and guidance on effective management practices related to workforce management.

Deliver and provide individual and/or group training presentations to Nurse Managers related to the discipline procedure process.

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Coordinator displays a high level of comfort and resilience with fluctuating and shifting situations and at times will experience a heavy workload.

In this capacity, this position is exposed to confidential personnel information relating to UWHC strategy on issues regarding employer-employee relationships. This position has access to this information on a regular basis and this access is necessary to job performance. Access to this information is necessary to provide support services to Nursing Administration and must be kept strictly confidential.

This position uses independent judgment and decision making in carrying out required responsibilities. Improvements of systems development of procedures are essential responsibilities.

This position must know the organization and position structure with the Department of Nursing since communication will be with a wide range of personnel within Nursing as well as the Clinical Science Center, AFCH and Ambulatory Clinics. This person must exercise discretion, initiative and good judgment, as well as project a positive image of the department.

This position demonstrates excellent oral and written communication using a variety of methodologies.

MAJOR RESPONSIBILITIES

The incumbent performs the following **job responsibilities**:

A. Determine and manage clerical services required to support the Nurse Managers (NM's) and programmatic activities that occur across the inpatient settings

1. Conduct hiring of the Mgmt. Assistants assigned to NM's. Set up interview process, provide assessment of skills related to core job functions and collaborate with NM to make hiring decision.
2. Oversee orientation program for newly hired Mgmt. Assistant's assigned to NM's. Assess candidate competency and ensure ability to meet core job functions.
3. Coordinate regular meetings with Mgmt. Assistant's. Establish priorities and ensure support for major departmental initiatives. Coordinate activities that occur across clinical units that require clerical support. Assure consistency of processes for all Mgmt. Assistants.
4. Maintain central calendar detailing due dates for report analysis, etc. Work collaboratively with NM/Clinical Director to ensure timeliness of reports.

B. Establish and maintain centralized calendar system to support goal attainment and strategic planning

1. Develops support structure, through work with the Mgmt. Assistants, which ensures manager timeliness in completing monthly goals and activities.

C. Coordinate activities and develop procedures for the Management Assistant's which support and impact clinical, education, leadership, quality assurance and research programs

1. Oversee the ongoing operational details of Nursing programs for the accomplishment of departmental goals. Set priorities, identify relevant issues and thoroughly plan stages of activity.
2. Maintains central database of key data pertaining to the inpatient units.
3. Prepares reports, documents, etc., for designated projects. Review work for accuracy and thoroughness.
4. Coordinate surveys with Mgmt. Assistant's that involve replies from inpatient managers in a complete and timely manner and tabulate the data for reports.
5. Independently make decisions in developing organization systems, approaches and timelines to assure Mgmt. Assistant's efficiently accomplish projects.
6. Establish procedures to gather data; collate and generate reports.
7. Routinely report progress on program, project or proposal development, requesting assistance as needed and prioritizing work details in order to meet deadlines.

D. Independently develop and implement procedures to enhance the role of the Management Assistant

1. Evaluate requests from Nurse Managers and/or professional and technical staff for initiation of administrative and clinical projects, word processing activities, travel requests, composition of minutes, etc. Prioritize requests and take action for work completion. Resolve problems, consulting Clinical Director appropriately.
2. Coordinate support services for designated meetings and insure the development and timely dissemination of reports and agenda.
3. Independently establish procedures, approaches and follow up to insure that Clinical Director and Managers complete materials, reports in agreed upon time frames. Offer and initiate ideas for improvement.
4. Maintain a separate file for materials on confidential issues. Supervise, assign work and insure quality and timely completion of tasks by the Mgmt. Assistant's assigned to CNM's.

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5. Read and attend workshops to keep up to date on new and effective approaches to managing the office operations.
6. Provide cross-coverage for Senior Administrative Secretaries in the Clinical/Administration Departments during vacations/absences.

E. Communicate effectively with others, projecting a positive image of the department and University Hospital and Clinics

1. Listen attentively and responsively to information provided.
2. Comprehend information, anticipate information needs of others. Keep others informed in a complete and accurate manner.
3. Supply information requested by nursing personnel, patients, visitors, hospital departments, outside agencies and various health care institutions, using established policy and procedure.
4. Establish and maintain effective working relationships with fellow employees, administrative staff and the general public.

F. Service Delivery and Communication

1. Coordinate and develop procedures which support and impact the HR Employee Relations Consultants.
2. Arrange meetings with necessary individuals for Investigatory Meetings.
3. Working with the Employee Relations consultant, draft letters to send out to employees, and manager(s) for Investigatory Meetings as well as for final outcome decision made after the meeting.
4. Maintains files and logs by developing a method to track counseling's, I.M.'s and all other performance plans.

PERFORMANCE MEASURES:

1. Mgmt. Assistants are competent; provide support that is organized, standardized and thorough to ensure activities and tasks are completed in a timely manner.
2. Workplans are communicated with key dates and activities and tasks are completed on time.
3. Key data is well organized and retrievable. Data is computerized as needed.
4. Ability to provide consistent project oversight and coordination.
5. Ability to be self-directed in accomplishing the coordination and decision making responsibilities of this position, and be resourceful in problem solving.
6. Reports are completed with appropriate graphs and tables and other approaches to depict data and information.
7. Incumbent and Mgmt. Assistant staff utilizes information technology efficiently and competently.
8. All work planning schedules are accurately maintained.
9. All information is disseminated with reasonable speed and accuracy.

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

JOB REQUIREMENTS

Education	Minimum	Bachelor's degree in a relevant field.
	Preferred	
Work Experience	Minimum	<ul style="list-style-type: none"> • Five (5) years relevant experience in an administrative or supervisory capacity in an office environment. • Previous supervision of employees is required.
	Preferred	Previous experience in a health care setting highly desirable.
Licenses & Certifications	Minimum	
	Preferred	
Required Skills, Knowledge, and Abilities		<ul style="list-style-type: none"> • Demonstrated leadership skill in coordinating the activities of others • Proven skill in project management and oversight • Knowledge of general administrative office procedures and practices • Competent in a wide-range of computer applications utilizing key software in Microsoft Office including WORD, Excel, Power-Point, PeopleSoft and Project Planner. Ability to operate office machines such as Personal Computer, typewriter, FAX machine, and copy machine • Ability to provide performance feedback, establish orientation and performance improvement plans • Ability to effectively communicate in oral and written form, and maintain confidentiality of sensitive information • Ability to be self-directed in accomplishing the coordination and decision making responsibilities of this position and be resourceful in problem solving

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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 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
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
x 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.