

UW HEALTH JOB DESCRIPTION

Director of Government Relations

Job Code: 113103	FLSA Status: Exempt	Mgt. Approval: J. Robaidek	Date: May 2022
Department: System Administration		HR Approval: B. Haak	Date: May 2022

JOB SUMMARY

The Director of Government Relations is responsible for the direction and leadership of operational, financial, programmatic and employee related activities for State and Federal Government Relations. This includes establishing, meeting and continuously monitoring the goals and objectives while maintaining alignment with the strategic goals and objectives for UW Health.

The Director, Government Relations represents UW Health on all federal and state health-related legislation, regulations, and concerns before the U.S. Congress, state Legislature, Governor's office, federal, state and governmental agencies. The Director serves as the principal advisor to the CEO of UW Health and the Dean of the University of Wisconsin School of Medicine and Public Health (UWSMPH) and in coordination with external advisors to the CEO of Quartz, in the analysis and development of legislative and regulatory proposals. The Director has responsibility for responding to and resolving problems identified by federal representatives, Governor, Legislature and federal/state governing bodies involving policies and program operations, and functions as the liaison with the Wisconsin Congressional Delegation, Governor's office, Legislature, other governmental agencies, and legislative professional associations. The Director closely coordinates UW Health and UWSMPH issue positions with UW-Madison.

The Director is responsible for coordinating internal UW Health legislative activities on the federal, state and local level. This includes working with and coordinating the legislative activities of faculty and staff on behalf of UW Health. In addition, working internally to proactively develop legislative initiatives and to coordinate UW Health responses to proposed legislation and comment periods at all levels of government.

The Director of State and Federal Government Relations will also oversee the above-described responsibilities for the Wisconsin and northern Illinois markets.

MAJOR RESPONSIBILITIES

Departmental Leader

- Provides an experience and environment of patient- and family-centered care.
- Interprets impact of broad scope organizational change for staff and develops change strategies for successful implementation.
- Incorporates UW Health's vision, missions and values in goals and programs within State and Federal Government Relations.
- Develops and manages operational initiatives with measurable outcomes.
- Formulates objectives, goals and strategies collaboratively with other stakeholders.
- Prepares and delivers reports to operational leadership outlining progress toward meeting annual goals and objectives, to include performance related to finance, clinical activity, quality, safety, marketing, and human resources.

Financial Manager

- Actively seeks opportunities to improve financial outcomes, engaging staff in the process.
- Establishes annual financial goals and actively uses benchmarking to high performing systems in similar area of expertise to set annual targets.
- Monitors and analyzes financial data and utilizes for decisions regarding FTE's, staffing and operational budget.
- Establishes an annual operating and capital budget, demonstrating fiscal responsibility through meeting budget targets.
- Creates business plan(s), justifying variances and analyzing cost benefit of programs.
- Directs and provides guidance to managers to effectively allocate resources based on patient volume, space availability, budget constraints, and program priorities, goals and objectives.
- Articulates to staff the budget and the context within the organizational financials.

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Administrative Leader

- Contribute to the success of the UW Health by providing leadership, direction and coordination of operations, finances and human resources for area of responsibility.
- Manage and direct all activities within area of responsibility.
- Continually assesses all services, identifies problems, utilizes data to analyze and propose innovative approaches for solutions.
- Maintain records related to operations and services that are complete, accurate, available, and in compliance with all legal, regulatory, and policy requirements.
- Engages staff and other stakeholders in continuous improvement of systems and processes; manages resources for staff participation in improvement work activities.
- Ensures effective facilitation of improvement teams and development of leadership skills to ensure overall effectiveness of the meetings.
- Organizes and prioritizes time and resources to manage efficiency. Appropriately delegates.
- Remains current of new trends and best practices and incorporates into State and Federal Government Relations practices and programs.
- Articulates and enforces standards for quality/safe patient care
- Develops and implements innovative systems and processes that improve staff and patient quality and safety
- Demonstrates achievable and measurable results and develop action plans for improvement
- Initiates, monitors and enforces regulatory requirements
- Holds self and others accountable to policy, standards and commitments and provides timely follow through on questions and concerns.
- Ensures development of State and Federal Government Relations initiatives to improve patient satisfaction and family centered care.
- Develops and implements clinical outcome measures for quality improvement, cost and complication reduction, and the implementation of evidence-based medicine.
- Incorporates the use of evidence-based practice and appreciative enquiry into program development and improvement activities
- Actively listens to staff ideas and concerns, assesses others communication styles and adapts to them.
- Effectively facilitates meetings at State and Federal Government Relations and organizational level.
- Creates bi-directional systems that effectively communicate information and data, utilizing multiple methods.
- Articulates and presents data, information and ideas in a clear and concise manner.
- Communicates opinions and ideas in a nonthreatening and nonjudgmental manner to staff, peers and others.
- Communicates with physicians, academic department leaders, and senior administrators to maintain coordination with other UW Health programs.
- Demonstrates empathy and concern while ensuring State and Federal Government Relations goals are met.
- Manages the complex interdepartmental and interdisciplinary relationships to assure collaboration and effective/efficient operations within State and Federal Government Relations.
- Creates an environment that encourages diverse opinion, recognizes differences and incorporates into process and services.
- Exhibits awareness of personal attitudes and beliefs, recognizing its effect on response to others.
- Creates a culture and systems for recognizing and rewarding staff.

Resource Manager

- Creates and maintains a satisfying workplace that fosters professional growth and job satisfaction for all members of the healthcare team.
- Interviews to select top talent, matching State and Federal Government Relations needs with appropriate skill sets.
- Develops and implements recruitment and retention strategies that support a culture of leadership.
- Identifies and addresses own professional growth needs.
- Assesses manager and staff development needs, identifies goals and provides resources.

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- Identifies lack of competency in performance and establishes a plan which includes goals, interventions and measures.
- Maintains membership in professional organization(s) to develop knowledge and resources through networking, continuing education, and participation in national, regional, and/or local activities.
- Ensures integration of ethical standards and core values into everyday work activities.

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.

Critical Interfaces

- Leads and/or serves on a variety of appropriate internal and external committees to represent the State and Federal Government Relations
- Serves as a representative of State and Federal Government Relations to UW Health in order to facilitate the shared interests and relationship between the parties.

Internal Liaison Related to Federal/State Legislation and Regulations

- Consult with internal leaders on proposed legislation and regulations that may affect their area of operations.
- Facilitate internal meetings among key internal leaders on legislative and regulatory issues that may impact multiple services and departments.
- Serve as an advisor and expert on state governmental and politics to internal leaders.
- Present final analysis and recommendation to the CEO and Dean.
- Inform internal leaders of upcoming hearings on legislation affecting their area of responsibility and brief them on sensitive policy areas in preparation for testifying.
- Regularly communicates with CEO and Dean to brief them on federal/state issues.

External Liaison Related to Federal/State Legislation and Regulations

- Coordinate federal/state legislative activities with other federal/state advocacy groups and agencies.
- Coordinate federal/state proactive legislation proposed by UW Health, UWSMPH with UW-Madison School of Nursing, UW Madison School of Pharmacy, and the governmental relations staff of UW Madison.
- Respond to constituent, legislative and related questions on health-related issues.
- Serve as UW Health primary contact for legislators and their staff, legislative support service agencies, and associations.
- Meet with legislators and their staff representing UW Health in legislative and regulatory activities.
- Meet with UW Madison legislation relations staff and affiliates.
- Respond to inquiries and questions/concerns from members of the public dealing with state legislative and regulatory matters pertaining to UW Health.
- Develop and maintain positive working relationships with key legislators on both parties and their staff and key executive branch officials and their staff.

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

JOB REQUIREMENTS

Education	Minimum	Bachelor's Degree in Political Science, Business Administration or related field
	Preferred	Master's Degree in related field
Work Experience	Minimum	Five (5) years of experience with state and/or federal government relations Experience building relationships with government agency and/or legislative staff
	Preferred	Experience as Legislative staff, in a state or federal agency, or as a lobbyist Experience representing a large, complex healthcare organizational or integrated system. Experience working with academic institutions. Experience with WI, IL and federal government
	Minimum	

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Licenses & Certifications	Preferred	
Required Skills, Knowledge, and Abilities		<ul style="list-style-type: none"> • Ability to register as a lobbyist in WI and IL • Detailed knowledge of federal and Wisconsin state government relations, and the legislative process. • Demonstrated nonpartisan/bi-partisan success • Demonstrated ability to develop and manage legislative communication and strategies in sensitive situations. • Ability to independently organize and prioritize work. • Able to deliver compelling positions while listening and being responsive to other's needs. • Demonstrated ability in being factual, objective, and unemotional in presenting opinions and recommendations. • Ability to conduct self in a non-partisan manner in internal and external relationships. • Ability to identify and analyze organizational needs and develop innovative solutions that translate into effective state legislative and regulatory relations. • Demonstrated customer service skills. • Track record of collaborative relationship in state, government. • Ability to succeed in a very complex environment where decision-making may be diffuse and ambiguous. • A high degree of professionalism and competency dealing with a variety of individuals including physicians, senior leaders, government officials, and consultants. • 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. • 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 preferred • Effective analytical ability in order to develop and analyze options, recommend solutions to and solve complex problems and issues. • 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. <p>Effective leadership abilities:</p> <ul style="list-style-type: none"> • Ability to implement change in a positive, sensitive and forward-thinking manner • 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 • Ability to effect collaborative and promote teamwork • Ability to create win/win solutions and relationships

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	Up to 10#	Negligible	Negligible

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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.			
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:	•		

Work/Environmental: Moderate noise level consistent with an office environment

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.