

# UW HEALTH JOB DESCRIPTION

## MANAGER, CLINICAL NUTRITION OPERATIONS

Job Code: 431002	FLSA Status: Exempt	Mgt. Approval: M Waltz	Date: March 2022
Department: Clinical Nutrition		HR Approval: S. Whitlock	Date: March 2022

### JOB SUMMARY

The Manager, Clinical Nutrition Operations is responsible for the direction and leadership of operational, financial, programmatic and human resources related to activities for the operations of assigned areas. This includes establishing, meeting and continuously monitoring the goals and objectives while maintaining alignment with strategic goals and objectives for UW Health. This position provides direction and leadership to ensure UW Health meets the "Quadruple Aim" of achieving great, high-quality outcomes within an efficient cost structure, ensuring a positive patient experience and access to care while improving the work environment. While the range of duties and responsibilities is broad and varied, the position's major responsibility is managing operations, budgeting, financial management, and human resource management. The manager works closely with a variety of stakeholders, coordinating the activities of Clinical Nutrition Operations across the enterprise. Programmatic areas of oversight may include the dietetic internship training program, the Learning Kitchen, the diabetes prevention program, food pantry program, and the enteral and infant feeding program.

The Manager, Clinical Nutrition Operations serves as the programmatic and operational leader for Clinical Nutrition Operations and is responsible to the Director, Clinical Nutrition and Culinary Services and works closely with UW Health employees and leaders.

The scope and complexity of the position requires successful incumbents to possess a diverse and highly developed skill set including but not limited to: time management, communication, creativity, vision, teamwork, human resource management, leadership, clinical knowledge base/skills, mentorship, change management, scholarship, and teaching.

### MAJOR RESPONSIBILITIES

#### A. Leadership

1. Manages and leads the provision of safe, timely, efficient, equitable, effective, and patient –centered clinical nutrition care and operations for inpatient and outpatient nutrition services for adult, pediatric and neonatal patients.
2. Oversees the budget process and monthly expenses for assigned areas.
3. Develops and maintains clinical nutrition operational policies and procedures.
4. Serves as a clinical nutrition liaison to interdisciplinary team members for areas of responsibility.
5. Responds to all external and internal customer service concerns in a timely manner.
6. Develops and oversees practice audits to ensure desired processes and/or outcomes are achieved.
7. Develops programs to evaluate and improve clinical skills of registered dietitian nutritionist(s) related to medical nutrition therapy, best practice guidelines and policies, participation in interdisciplinary team rounds, patient teaching effectiveness and other core areas.
8. Provides oversight of the Milk & Formula Lab that supports enteral and infant feeding program for University Hospital and American Family Children's Hospital.
9. Works with staff on an ongoing basis to improve performance and attain their professional development goals by directing, coaching and supporting.

#### B. Program Management

1. Oversight of programmatic accreditation requirements including program reviews, self-studies and continuing education.
2. Oversight of trainees and ensure internal staff are regularly and consistently connecting with trainees to meet their educational requirements.
3. Ensures collaboration with leadership teams and trainees to develop and implement clinical scheduling to ensure program competencies are met.
4. Oversight of internal and external stakeholders interfaces to ensure to accreditation, organizational and legal requirements are met.
5. Acts as a liaison with internal and external stakeholders for program maintenance.

#### C. Practice Advancement and Optimization

1. Advances clinical nutrition practice at UW Health and helps define roles/practice standards of registered dietitian nutritionist(s), lead registered dietitian nutritionists, clinical nutrition specialists, nutrition technicians, interns and students.
2. Monitors staff performance and recognize high-performers and hold poor performers accountable to professional, department and institutional standards.
3. Participates in the education of the next generation of registered dietitian nutritionist(s) and nutrition technicians.
4. Leads clinical nutrition in meaningful scholarship (e.g. poster presentations, publications).
5. Leads and manages ongoing quality improvement projects related to preceptor development and leading experience delivery.
6. Maintains and fosters a practice culture that embraces change and innovation with a positive attitude.
7. Lead the development and implementation of protocols to expand clinical nutrition services.
8. Participates and/or leads, as a clinical nutrition representative, organization quality improvement initiatives and projects.

#### D. Planning and Project Leadership

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1. Participates in department's strategic plan development and execution of assigned goals.
2. Maintains competency in Health Link and collaborates with Nutrition Informatics and Information Systems to ensure continual optimization.
3. Identifies and develops business cases for clinical nutrition services based upon anticipated future needs, practice advancement, and organizational priorities for inclusion in the department's strategic plan.
4. Identifies, develops, and monitors innovative solutions utilizing technology to enhance patient safety.

**E. Supply Chain**

1. Oversee expenses, inventory ordering, and overall budget management for the Milk & Formula lab.
2. Develop and maintain internal accounting and inventory management for food and supply management.
3. Oversee daily, month-end, and year-end physical inventory of all food and supplies within associated cost centers.

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

### JOB REQUIREMENTS

Education	Minimum	Master's Degree in Nutrition, Dietetics or Nutrition Education.
	Preferred	
Work Experience	Minimum	Seven (7) years of experience in dietetics and education at a University and/or academic medical center.
	Preferred	<ul style="list-style-type: none"> <li>• Prior management experience.</li> <li>• Clinical experience in large hospital.</li> <li>• Experience in teaching and directing education programs.</li> </ul>
Licenses & Certifications	Minimum	Registered Dietitian by the Commission on Dietetic Registration Certified Dietitian in the State of Wisconsin.
	Preferred	Certified Nutrition Support Clinician (CNSC).
Required Skills, Knowledge, and Abilities		<ul style="list-style-type: none"> <li>• Broad knowledge of health care management principles and practices within a managed care environment and/or academic medical center.</li> <li>• Knowledge of the principles and practices of supervision and administration as applied to the management and direction of personnel within areas of accountability.</li> <li>• Effective organizational, planning and project management skills.</li> </ul>

### 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 checked="" type="checkbox"/>	Infants (Birth – 11 months)	<input checked="" type="checkbox"/>	Adolescent (13 – 19 years)
<input checked="" type="checkbox"/>	Toddlers (1 – 3 years)	<input checked="" type="checkbox"/>	Young Adult (20 – 40 years)
<input checked="" type="checkbox"/>	Preschool (4 – 5 years)	<input checked="" type="checkbox"/>	Middle Adult (41 – 65 years)
<input checked="" type="checkbox"/>	School Age (6 – 12 years)	<input checked="" 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.

### 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
<input checked="" type="checkbox"/>	<b>Sedentary:</b> 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.	<b>Up to 10#</b>	<b>Negligible</b>	<b>Negligible</b>
<input type="checkbox"/>	<b>Light:</b> 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	<b>Up to 20#</b>	<b>Up to 10#</b> or requires significant walking or standing, or requires pushing/pulling	<b>Negligible</b> or constant push/pull of items of negligible weight

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	significant degree.		of arm/leg controls	
	<b>Medium:</b> Ability to lift up to 50 pounds maximum with frequent lifting/and or carrying objects weighing up to 25 pounds.	<b>20-50#</b>	<b>10-25#</b>	<b>Negligible-10#</b>
	<b>Heavy:</b> Ability to lift up to 100 pounds maximum with frequent lifting and/or carrying objects weighing up to 50 pounds.	<b>50-100#</b>	<b>25-50#</b>	<b>10-20#</b>
	<b>Very Heavy:</b> Ability to lift over 100 pounds with frequent lifting and/or carrying objects weighing over 50 pounds.	<b>Over 100#</b>	<b>Over 50#</b>	<b>Over 20#</b>
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.