

JOB DESCRIPTION AND CRITERIA-PERFORMANCE BASED STANDARDS

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| JOB TITLE: | Family Health and Wellness Manager | JOB GRADE: | |
| NAME: | Tina Culver | JOB CLASS: | EXEMPT |
| DEPARTMENT: | Wellness | APPROVAL: | |
| REPORTS TO: | Director of Health & Wellness | DATE: | |
| ORIGINATOR: | Randy Jacque | LAST REVISED: | 9/21/12 |

Main Function: Supervises the Family Health and Wellness instruction programs at Thompson and in the community. The manager insures that the content and instructions of the Family Health and Wellness programs are of high quality and are presented in a congruent fashion with the Thompson Health values. The manager assesses, plans, implements and evaluates all departmental programs. The manager is also responsible for financial accountability of revenue and expenses, administration, and evaluation of staff

Required Job Specific Competencies:

- Live the CARES values at all times. (Required on all Job Descriptions).
- Demonstrates excellent customer service skills, proactive problem solving, and ability to be flexible to adjust to daily needs of department. Demonstrates the ability to develop and maintain collaborative working relationships with associates, physicians, and other health care providers and community members.
- Manages, coordinates, delegates and promotes Family Health and Wellness programs. Demonstrates the ability to work independently and exhibits flexibility in decision making and prioritizing assignments.
- Demonstrates the knowledge and skills necessary to provide care appropriate to the age of the patient. Provides administrative guidance and consultation appropriate to the specific needs of the associates.
- Actively guards the confidentiality of sensitive information including but not limited to the patients, staff, and the health system.
- Ensure the connection between community need for education to the resources of Thompson Health and have staff execute the details of program delivery.
- Ensure community satisfaction with the customer service and education content as well s the prevention and health promotion outcomes.
- Provide leadership for the Wellness Administrative Assistant, all Health/Perinatal Educators, as well as , support group facilitators to ensure quality programming continues
- Lead the department with warmth, strategic direction, and commitment to excellence.
- Responsible for the following personal evaluations:
 - Administrative Assistant
 - Health Educator
 - Perinatal Instructors

Qualifications: (Licenses, Certifications)

- Mature, energetic, and creative individual demonstrating leadership qualities in a rapidly changing health care environment. Possesses expertise in Wellness with knowledge base in management theory and practice. A willingness to learn, to take risks, and to pursue excellence is required.
- Previous demonstration of success in managing daily operations, budgetary, and personnel responsibilities is preferred.

Education:

- BS/BA degree is required
- Masters degree preferred

Experience:

- Must have excellent organizational and communication skills. Strong computer skills, word processing, computer graphics and network computing.
- Marketing and media related skills.
- Required 3 to 5 years of experience in clinical aspects of wellness and health promotion programs.
- Prefer 2 to 3 years in managing such programs.

Complexity of Duties: Responsible for administrative and fiscal operational aspects of Community Health and Wellness Programs.

Supervisory Responsibility/Supervision Received:

- Supervises approximately 20 associates. Oversees 2 independent contractors.
- Responsible for departmental budgets.

Organization Impact:

- Errors may result in loss of program revenue and breach of confidentiality.

Contact with Others:

- Internally: entire Health System staff, patients and their families
- Externally: community members, various health agencies, physicians and other health care providers
- Contacts will result in promotion of programs and resolution of customer concerns.

Working Conditions/Hazards/Equipment/Machinery Used:

- Extensive sitting, computer terminal work, intermittent standing and walking, some bending, reaching and light lifting. Works outside the health system at community health promotion events and at the radio station requiring ability to travel throughout the local community. Noise from equipment, computer and telephone.

Key Responsibilities

A. Job Specific

| Responsibilities/Standards | % Time |
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| 1. Administrative | 40% |
| <ul style="list-style-type: none"> • Manage the administrative operations of the Family Health and Wellness programs by supervising, coordinating and empowering staff • Oversight/interface with all Support Groups and facilitators • Participate on internal committees and community partner committees | |
| <ul style="list-style-type: none"> • Assist in the hiring, recruitment, evaluation and retention of associates. | |
| <ul style="list-style-type: none"> • Ensure compliance with regulatory and system requirements • Manage the program budget, including preparation, variance reports, and necessary budgetary modifications | |
| 2. Clinical instruction | 35% |
| <ul style="list-style-type: none"> • Oversee and provide high quality Family Health education as measured by patient satisfaction and quality outcome results • Develop and implement new programming based on community requests and needs assessment • Participate in community events when appropriate | |
| 3. Marketing | 15% |
| <ul style="list-style-type: none"> • Promote Family Health and Wellness through utilization of the corporate communications department, supervision, team and personal input • Assist in the process of proofing and submitting the monthly Wellness Calendar | |

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| 4. Quality | 10% |
| <ul style="list-style-type: none"> • Responsible for the quality and patient satisfaction tracking, monitor and needs assessment of the department • Participate in the collection of data and statistics of all department programming • Maintain and monitor the department's yearly strategic operations plan | |
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◆ Denotes Essential Job Functions (Americans with Disabilities Act)

Discussed with Associate:

Associate Signature

Department Leader Signature

(Date)

(Date)