

# Job Profile

**Position Title: Administrative Fellow**

**Major Duties:** Attend and participate in coordination of daily operations and special projects with a system-wide implication as well as assist the President.

**Supervised by:** President

## Behavior-Based Competencies

### Organizational Behaviors:

**C**ontinuous Learning ; **A**ccountability; **R**espect & Respond; **E**nvironment of Health; **S**uperior Outcomes

### Organizational Competencies:

- Educating Customers & Transferring Knowledge
- Diagnosing & Resolving Problems
- Anticipating & Addressing Customer Needs
- Functioning as an Effective Team Member
- Acquiring & Applying Superior Skills to achieve Quality Outcomes
- Responding to a Changing Circumstance

### Customer Specific Competencies:

- Coordinating Activities
- Managing Others' Expectations
- Communicating with Individuals & Groups

## Skill-Based Competencies

**Skills:** Master's degree in Public Administration, Business or Healthcare Administration. Some health care experience in an analytical or staff assistant role is preferable. Ability to summarize and clearly communicate ideas and processes, both orally and in writing. Ability to plan and oversee the implementation of short-term, discrete projects.

**Knowledge:** Requires theoretical knowledge of healthcare delivery and financing, in terms of **theories** and **practices**.

**Abilities:**

Mental Power:	<ul style="list-style-type: none"><li>• Ability to make decisions that are varied where in many cases solutions must be developed.</li><li>• Ability to <b>determine appropriate courses of action</b> in complex situations that may not be addressed by existing policies, procedures or protocols.</li></ul>
Physical Power:	Able to use a computer, communicate by telephone, travel to and participate in meetings.

## Results-based Competencies

The results-based competencies will be consistent with meeting and/or exceeding the goals and objectives of your departmental/organizational plan. These objectives will consist of the following measurement categories.

Category:	Example:
• Service Quality Indicator:	Customer Satisfaction / Service Quality
• Clinical/Technical/Business Quality Indicator:	Technical Quality
• Economic Indicator:	Productivity, Cycle Time and Reducing Rework/Waste

## Primary Functions

Attend and support meetings of the executive leadership group consisting of senior leaders from each division ("Business Units") of the integrated delivery system

- Serve as a leader within the organization with access to highly confidential and strategic information. Must maintain confidentiality.
- Provide staff support to President, including drafting newsletters and presentations, researching and responding to requests for information, and representing organizational point of view with selected community groups.
- Provide staff support for various Board activities, task forces and management work groups as needed, including planning, agenda drafting and assignment follow-up.
- Coordinate/assist with special projects as directed by the President, including Board and Management retreats and special functions such as the United Way Campaign, new organizational initiatives, and leadership retreat.
- Represent system level division at selected Business Unit and other departmental forums. It is expected that the Fellow interact with each Business Unit and the functions of the system level division on a regular basis to obtain various projects that will allow him/her to better understand how an Integrated Delivery System operates.
- Prepare system level departmental budget and report on budget variances as needed.
- Manage the system level Business Plan and participate in the quarterly Business Plan review sessions.
- Provide oversight for several monthly/quarterly expense reports.

All other assignments as directed by the President.