

## Position Description - Manager

**Position Title: Manager-  
Oncology**

**Company: HSHS St. Vincent  
Hospital**

Location: Green Bay, WI

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### Position Summary

#### Comments

Assists in oversight and leadership within assigned areas of responsibility that support oncology operations and programs. Assists in the management of the overall operational, budgetary, and financial responsibilities and activities, including people management.

### Core Values

#### Respect

Respect means the Franciscan respect for life from conception to death and for the dignity of each individual person. Respect is a commitment to freeing and empowering each person to develop to his or her full potential.

#### Care

Care embodies the concern, compassion, and sensitivity with which we care for patients as individuals on a one-to-one basis. It depicts our way of dealing with patients, clients and colleagues. Many times it is thought of as a bedside behavior, but it also belongs in business offices, cafeterias and boardrooms.

#### Competence

Competence means that our work is performed and our institutions are managed with the highest level of skill and ability. We are committed to recruiting and developing people who are competent in their work and whose values reflect our own. Our values are an integral part of our system's strategic plan, which provides the overall framework for local activities.

#### Joy

Joy is the manner in which our colleagues and all who join us in our ministry seek to perform their work – the internal fulfillment of caring for others. It is an essential ingredient in bringing a sense of hope to those who suffer.

### Leadership Competencies

#### Spirituality and Mission Driven

Acts in ways that demonstrate personal integrity and serves as a positive example of why others should trust the direction of the organization; views himself or herself as a reflection of the organization by following through on commitments and accepting ownership of any mistakes he or she might make; leaves others with the clear impression that integrity is a core value at this organization. Exhibits high ethical standards and holds others to these standards in their work; assures compliance with Ethical and Religious Directives for Catholic Health Care Services and demonstrates respect for other faith traditions; models Franciscan values and holds others to these

values; reaffirms key goals and values during times of change; builds an organizational culture that reflects Catholic and Franciscan values; balances the needs of the operations with the needs of the ministry and the community.

- Treats others with dignity and respect in a non-judgmental manner
- In the Franciscan tradition, serves the needs of others before their own
- Invests in personal development and spiritual growth for themselves and others
- Models Franciscan values and holds others accountable to these values.
- Acts in ways that demonstrate personal integrity and serves as a positive example of why others should trust the direction of the organization
- Tends to stay positive, even when others sound negative or struggle to remain upbeat
- Notices and acknowledges things that are going well, especially during stressful times
- Exhibits high ethical standards and holds others accountable to these standards in their work
- Assures compliance with Ethical and Religious Directives for Catholic Health Care Services
- Demonstrates respect for all faith traditions
- Builds an organizational culture that reflects Catholic and Franciscan values.

#### **Delivers Excellence (Operations)**

Proactively gathers customer information and uses it to improve the quality of patient care in products and services; consistently meets or exceeds expectations, requirements, budgets and timelines of internal and external customers. Always keeps a patient centered focus when making decisions. Identifies long and short-term goals and establishes realistic plans to achieve our Mission; allocates required resources and allows for contingencies to demonstrate fiscal responsibility; assures that Mission Principles and Standards are met in our desire to meet the larger needs of the organization; gathers sufficiently broad and detailed information to assess risks and benefits of alternative approaches. Understands the complexity of healthcare finance and establishes realistic goals to align the organization within the context of the future of health care. To the extent possible, leverages resources to support the organization's Mission and stewardship principles including revenue enhancement and growth opportunities.

- Consistently meets or exceeds commitments to customers and other stakeholders
- Collects and analyzes the most essential information to assess situations and issues
- Lays out work in a well-planned, organized manner
- Organizes work to maximize talent and resources
- Manages departmental financial operations
- Efficiently utilizes resources to determine priorities
- Balances the needs of the operations with the needs of the ministry and the community.

#### **Accountability**

Clearly defines roles and responsibilities, determines necessary resources, assigns responsibility for tasks and decisions; in light of our Mission and values, monitors project performance through appropriate systems and procedures; designs feedback loops into work and stays focused on objectives. Ability to juggle multiple assignments and priorities; sets sights on ambitious objectives and achieving outstanding results; readily accepts new responsibilities; anticipates and prevents delays and obstacles that can adversely affect results; assigns, communicates, and monitors appropriate priority to various work demands; holds themselves accountable.

- Leverages existing systems and tools to measure and manage performance and profitability (e.g., lean practices)
- Implements and evaluates new and existing programs and services to ensure the highest level of quality patient care and customer service
- Maintains focus on critical priorities and avoids distractions
- Consistently meets performance expectations, ensures that accurate, objective, and timely measures of quality are made and used.

#### **People Development**

Ensures that colleagues understand their roles, responsibilities accountabilities, including what they can learn from these experiences; practices consistent delegation responsibility when appropriate. Ensures challenging goals are developed that align with colleague capabilities, gifts and talents, organizational needs and goals; motivates and encourages colleagues to achieve business and career goals; sees to it that colleagues have the ability, potential, motivation level, and the right kind of experiences to achieve business results and their career objectives. Provides timely information for colleagues to do their jobs effectively, make sound decisions, and is an engaged

member of the team and organization; stays current and shares important company information with colleagues; implements formal plans for regular colleague communication; helps colleagues interpret and understand what they need to improve performance and to reach their career objectives. Provides ongoing coaching and mentoring to aid in the development needs of colleagues; delivers meaningful feedback in a timely and effective manner; asks penetrating questions to help colleagues learn from their experiences; and insures that such discussions are frequent and clear and serves to encourage positive behaviors and expected results.

- Purposefully assigns work to further development in others
- Encourages and links professional development and training to current initiatives
- Proactively mentors others, shares knowledge/expertise
- Establishes clear standards regarding goals, behaviors, results and development
- Has timely conversations about strengths and development needs of individual team members
- Identifies opportunities for on-going growth and development and encourages colleagues to take on new challenges

### **Strategic Agility**

Stays informed about market conditions, competitive information and political factors that may impact the goals and interests of the organization; stays up-to-date on trends and projections; sees what is on the horizon and is seldom surprised by political, economic, or market factors that affect the organization. Looks toward the broadest possible view of an issue/challenge; can conceptualize future issues; sees complex relationships among variables and impacts of strategic issues; confidently challenges the status quo. Sees ahead clearly; can anticipate future consequences and trends accurately; has broad knowledge and perspective; can articulate visions of possibilities and likelihoods; can create competitive and breakthrough strategies and plans. Utilizes market and industry knowledge in conjunction with a clear understanding of organizational strengths and weaknesses to lay out long-term strategic road maps; aligns the organization's Mission, vision and strategic plan with internal and external stakeholders; ensures business practices are consistent with the Mission, vision and strategic plan.

- Stays abreast of emerging technologies and resources within one's area of expertise
- Integrates new knowledge, understanding or skill in a practical manner
- Willing to challenge the status quo and think in creative and innovative ways in order to support our Mission
- Recommends and implements improvements by offering systematic solutions to problems that improve the quality of patient care while maintaining fiscal responsibility
- Incorporates knowledge of product and service lines, system initiatives and organizational strategies to identify, align, and optimize resources

### **Team Development**

Effectively selects and blends people into a complementary team; defines roles, responsibilities; identifies and routinely communicates interdependencies, and potential synergies among team members. Routinely creates a common sense of focus and direction; assesses and communicates progress on work goals and objectives; allocates resources to meet priorities; ensures that departmental goals flow from those of the larger organization. Shares wins, successes and ways to learn from setbacks; fosters open dialogue and problem solving; lets people finish and be responsible for their work; defines success in terms of the whole team; creates a feeling of belonging in the team; creates an environment where risk-taking and healthy debate are encouraged. Shows appreciation for extra effort and achievement; demonstrates fairness and the ability, when possible, to customize rewards and recognition to fit the needs of the person being recognized; uses public and private, formal and informal praise and recognition programs.

- Clearly assigns responsibilities for tasks and decisions
- Advises and collaborates with others (peers, physicians, etc.) to develop strong working relationships and fosters teams to achieve goals
- Monitors process, progress, and results by designing feedback loops into the work
- Ensures team members understand the purpose and importance of their work
- Demonstrates personal tenacity and optimism in ways that inspires the team
- Celebrates team milestones and shares credit for the achievements of the team

### **Builds a Learning Culture (Change and Innovation)**

Seeks new and innovative ideas and approaches that will improve efficiency and effectiveness; plays an active role in identifying new business opportunities; assesses risks involved and compares these to the potential advantages of taking action. Adjusts quickly and effectively to changing conditions and demands; invests personal energy toward accepting and adapting to change versus resisting or resenting it; helps others view change as a necessary and inevitable aspect of organizational life as well as an opportunity to learn new things; demonstrates tenacity and optimism about the challenges ahead. Embraces and champions new ideas and encourages others to do

likewise; celebrates, recognizes and rewards people and teams who take ownership for leading and participating in change and innovative processes. Embraces and reinforces the Mission of the organization; utilizes the most productive communication channels and roadmaps for change; understands how to work within as well as remove barriers in the formal hierarchy, written or unwritten protocols, and existing politics of the organization; can influence decisions by addressing financial costs, benefits, and potential risks through the lens of the Mission.

- Stays abreast of innovative approaches and emerging technologies
- Applies newly learned skills or best practices
- Shows openness and flexibility to change
- Provides support for others to adapt and remain effective
- Actively champions and solicits new ideas and process improvements
- Proactively anticipates and overcomes resistance to change
- Helps others understand the expectations for new behaviors in the midst of change
- Reaffirms key goals and values during times of change

#### **Interpersonal Abilities and Emotional Maturity**

Takes ownership for self-development by proactively learning new skills and applying them in work situations; proactively seeks feedback for the purpose of improving; addresses feedback with an open mind and non-defensive attitude; leverages strengths while attempting to compensate for weakness or limitations. Demonstrates self-confidence without coming across as arrogant; self-assured yet conveys an appropriate level of humility and respect for the abilities, opinions or ideas of others; does not hold back from speaking up or making decisions. Is calm under pressure; handles sensitive or difficult issues with grace, respect, and confidence; remains clear-headed, objective, and focused while inspiring others to do the same; counted on to hold things together during tough times; can handle stress and is not knocked off balance by ambiguity or surprises. Shows acceptance, understanding, and social intuition with individuals and groups; listens and checks before acting; seeks to understand the people and the data before making judgments and acting; shows sensitivity to due process and proper pacing of change and improvement.

- Open-minded and actively explores new ideas
- Fosters open, two-way communication with others
- Approachable and able to relate to a range of people
- Quickly builds collaborative and trusting working relationships with others
- Presents ideas in a concise, tactful, and straightforward manner
- Consistently increases work-related knowledge
- Has timely, direct, and tactful conversations
- Maintains personal productivity and effectiveness in the midst of change, ambiguity, or stress
- Shows awareness of own emotions and their impact on others

## **Essential Job Functions**

### **Description**

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Create a complementary team environment where colleagues are encouraged to function independently within their areas of expertise while aligning work with other disciplines.

Clearly define roles, responsibilities and synergies within areas of responsibility and assign work to further develop others.

Continually assess performance of functional areas and develop, recommend and implement operational improvements to advance the quality of patient care and services.

Consult with colleagues and providers to identify quality and process improvement opportunities that align with the organization's strategic direction.

Remain abreast of industry trends within areas of responsibility and recommend and implement innovative strategies to elevate services while remaining fiscally responsible.

Recommend and develop operational policy and procedures to enhance quality patient care and experience.

Actively participate in Cancer Committee or other accreditation related teams.

Evidence knowledge of current regulatory standards and ability to serve in partnership with others to achieve regulatory compliance.

Secure, align and support resources to effectively meet accreditation standards.

Display the ability to provide leadership in complex assignments and help others understand and navigate complex organizational challenges.

Effectively use data tools to analyze, communicate and improve performance over time.

Manage human resource functions including but not limited to performance management; education and development; recruitment and selection; coaching and counseling; and supporting activities that promote colleague engagement and satisfaction.

Hold meetings as appropriate to share information.

Communicate policies and procedures as appropriate.

Maintain consistent effective communication through daily interaction/observation of work performance.

Manage financial resources which includes preparation and monitoring of the annual budget; management of the productivity standards; purchasing processes; and decisions related to unit finances.

Willingly accepts other duties as assigned.

### **Educational/Training Requirements**

<b>Degree/Diploma Obtained</b>	<b>Program of Study</b>	<b>Required/Preferred</b>
Bachelors degree in related discipline-		Required
Bachelors degree in a clinical discipline-		Preferred
Masters degree in a related discipline-		Preferred

Educational requirements apply to any new hire after 6/1/2014. Incumbents are held to the education standard at time of hire and will be exempt from the above requirement and given credit for experience as long as they are able to demonstrate knowledge and ability to perform job duties based on the local entity's ongoing assessment of competency.

### **Experience**

<b>Years</b>	<b>Type of Experience</b>	<b>Required/Preferred</b>
3 years	experience in oncology-	Required
3 years	leadership experience-	Preferred
3 years	progressively more responsible leadership experience-	Preferred

## **Certificates, Licenses & Registrations**

**Certificate, License, or Registration**

**Required/Preferred**

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Certificate, license, and registration requirements apply to any new hire after 6/1/2014. Incumbents are held to the standard at time of hire and will be exempt from the above requirement.

## **Physical and Mental Requirements**

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Varied amounts of walking, sitting and standing. Must be capable of stooping, bending, stretching and lifting. Must possess manual dexterity to handle and manipulate equipment. Constant use of computer and other office equipment. Exposure to frequently fast paced environment, requiring the ability to work under pressure of multiple requests and time constraints. Converses with a variety of people. Visual acuity to prepare and read reports. Hours of duty may be long and irregular.

## **Environmental Requirements**

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Occasional exposure to moderate environmental variations, above-normal noise levels, and/or unpleasant substances. May be exposed to hazardous or potentially injurious elements or conditions. During the course of duties may occasionally be at risk for occupational exposure to chemicals for example disinfectants and soaps.

## **Colleague Statement of Understanding**

Note: This position description indicates the general nature and level of work performed by colleagues in this position. It is not designed to contain or be interpreted as a comprehensive inventory of all duties, responsibilities and qualifications of colleagues assigned to this position. Variances in job duties performed may exist between facilities, and colleagues may perform other related duties as assigned to meet the needs of the organization. By signing this document, I acknowledge that I have reviewed the position description for the above position. I understand the physical requirements and essential functions for this position in my facility.

I agree to comply with the System Responsibility Policies and all laws, rules, regulations and standards of conduct relating to my position. I understand my duty to report any suspected violations of the law or the standards of conduct to my leader.

I will strive to uphold the mission and vision of the organization. All colleagues are required to adhere to the values in all their interactions with patients, customers, and fellow colleagues.

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