<table>
<thead>
<tr>
<th>Job Family</th>
<th>Finance</th>
<th>Job Summary</th>
<th>Involves the development and administration of a systematic program designed to reduce risk and injury. Manages the identification, analysis and assessment of loss potential throughout the facility, identifies legal risks related to professional, employment and comprehensive general liability. Evaluates and advises on trends of professional, employment and comprehensive general liability claims experience to the administrative and medical staff. Makes recommendations concerning professional conduct, standards of care and facility operation to reduce exposure to liability and insurance claims. May represent the organization in litigation and non-litigated matters and coordinates with attorneys, third party administrators and UC Office of the President.</th>
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<tbody>
<tr>
<td>Job Function</td>
<td>Risk Management HC</td>
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<tr>
<td>Category</td>
<td>Management</td>
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<tr>
<td>Job Level</td>
<td>Manager 1</td>
<td>Manager 2</td>
<td>Manager 3</td>
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<tr>
<td>Job Title</td>
<td>Risk Management HC Manager 1</td>
<td>Risk Management HC Manager 2</td>
<td>Risk Management HC Manager 3</td>
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<tr>
<td>Job Code</td>
<td>5802</td>
<td>5801</td>
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<tr>
<td>Tracking Code</td>
<td>A1898</td>
<td>A1899</td>
<td>A1900</td>
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<td>Per. Program</td>
<td>MSP</td>
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<td>FLSA</td>
<td>Exempt</td>
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<td>Generic Scope</td>
<td>Spends the majority of time (50% or more) achieving organizational objectives through the coordinated achievements of subordinate staff. Establishes departmental goals and objectives, functions with autonomy. Manages the accountability and stewardship of human, financial, and often physical resources in compliance with departmental and organizational goals and objectives. Ensures subordinate supervisors and professionals adhere to defined internal controls. Manages systems and procedures to protect departmental assets.</td>
<td>Oversees through subordinate managers a large department or multiple smaller units, OR manages a highly specialized technical function / team. Has significant responsibility to achieve broadly stated goals through subordinate managers. Determines objectives, directs programs, develops strategies and policies, manages human, financial, and physical resources, and functions with a high degree of autonomy. Proactively assesses risk to establish systems and procedures to protect organizational assets. Determines strategies for a program with organization-wide impact.</td>
<td>Oversees through subordinate managers one or more large, complex departments or business units with multiple functional disciplines / occupations, OR manages a program, regardless of size, that has critical impact upon the organization as a whole, such as most or all of a campus, medical center, UCOP or the UC System. Has significant responsibility for formulating and administering policies and programs, manages significant human, financial, and physical resources, and functions with a very high degree of autonomy. Oversees through subordinate managers the accountability and stewardship of department resources and the development of systems and procedures to protect organizational assets.</td>
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<tr>
<td>Custom Scope</td>
<td>Oversee daily operations of healthcare risk management department, including the administration of policies and processes to reduce overall exposure to risk and improve patient safety. Develops goals and objectives and contributes to strategic long range planning. Participates in strategic long range planning for healthcare risk management policies, tools, and systems. Develops, plans, coordinates and administers a systematic program designed to reduce risk and injury. Advises senior management on a range of topics impacting the medical center, such as patient safety and high quality care. May represent the organization in litigation matters and coordinates with attorneys.</td>
<td>Oversees the risk management operation and administrative coordination across the medical center and / or health system. May oversee the effective integration of the healthcare risk management programs across the health system. Participates with executive leadership to develop risk management long term strategies. Ensures that quality risk management is provided and in alignment with internal policy and external regulations. May represent the organization in litigation matters and coordinates with attorneys.</td>
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<td>Key Resp 01</td>
<td>Manages healthcare risk management operations to achieve quality and productivity objectives. Develops goals and objectives and contributes to key initiatives.</td>
<td>Oversees the implementation of new initiatives or processes through subordinate management. Ensures consistency in managing risk in highly regulated environments.</td>
<td>Collaborates with senior management to establish the strategic plans and objectives for healthcare risk management across the location's medical center.</td>
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<td><strong>Job Family</strong></td>
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<td><strong>Job Function</strong></td>
<td><strong>Risk Management HC</strong></td>
<td><strong>Key Resp 02</strong></td>
<td>Develops and recommends revisions to policies, procedures and forms, to maintain compliance with internal policy and external regulations. Oversees reports related to risk management consultations. Provides guidance in responding to complex patient complaints. Ensures availability of risk management consultations 24-hours a day.</td>
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<tr>
<td><strong>Category</strong></td>
<td><strong>Management</strong></td>
<td><strong>Key Resp 03</strong></td>
<td>Provides input for short and long range risk management goals. Implements risk management strategic plans; collects data, measures success, and evaluates performance. Identifies opportunities for risk reduction strategies to improve patient safety. Collaborates with leadership in planning, promoting, and implementing risk management / loss prevention activities. Defines departmental objectives and strategic plans for each division based on functional objectives. Identifies and implements risk management processes and strategies to achieve reductions in liability and cost. Evaluates needs for improvements in quality patient care and patient safety and recommends initiatives to meet these needs. Develops risk management operational and strategic objectives within the latitude of long term strategies. Oversees through subordinate managers the development of programs and procedures to protect organizational assets. Aligns risk management strategies and processes with hospital / system business strategies. Provides risk analysis related to departmental activity and new business opportunity proposals. Manages all insurance-related decisions.</td>
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<td><strong>Key Resp 04</strong></td>
<td>Manages fiscal, material, and human resources within budget. Identifies ways to increase efficiency and reduce waste. Assists with risk management cost analysis. Plans and is accountable for the annual operative and capital budget for areas of responsibility. Coordinates the resource needs for areas of responsibility, including the review and approval of budgetary recommendations. Oversees the administration of insurance programs designed to protect the organization from loss. Develops, implements, and monitors the short and long range financial plans for risk management for the medical center and / or health system. Collaborates with senior management on fiscal planning proposals. Oversees through subordinate managers the accountability and stewardship of resources to meet budget targets. Through the proper combination of casualty and liability insurance, ensures that the provider organization is adequately protected against financial loss.</td>
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<td>Key Resp</td>
<td>Description</td>
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<td>Key Resp 05</td>
<td>Represents risk management on a range of initiatives, such as patient satisfaction levels and workforce quality improvement initiatives. Serves on various committees including risk management, ethics, nursing peer review counsel, behavior task force, and threat management. Provides advice to clinical, privacy, nursing, patient relations, media, marketing, quality and safety departments and reviews/approves their work product and correspondence. Serves as a member of related local, state, and/or national professional committees. Represents risk management across the medical center on interdisciplinary committees. Advises senior management on a range of topics impacting the medical center, such as patient safety and high quality care. May lead efforts with cross-functional peer group managers, involving matters between other divisions. Collaborates with IT managers to develop and implement new or improved risk management information systems and coordinates efforts across large and/or multiple units. Counsels senior management regarding significant matters in risk management. Develops strategic relationships with key constituencies, including medical examiners, police and representatives from other healthcare facilities. Active member of Risk Management Leadership Council. Establishes committees and task forces to accomplish special projects (e.g., consent form revision, Advance Health Care form revision, test result routing, and patient behavior management). Supervises all activities related to Risk Management and Allocation Committees.</td>
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<td>Key Resp 06</td>
<td>Oversees the management of subpoenas. Reviews and assesses professional liability claims and litigated cases with respect to standards of care, causation, and damages. Handles early resolutions, assists with disclosure of adverse events. Reviews and assesses professional liability claims and litigated cases with respect to standards of care, causation, and damages. Handles early resolutions, assists with disclosure of adverse events. May represent the organization in litigation matters and coordinates with attorneys. Manages accuracy of discovery requests in sensitive professional liability cases. Participates in deposition management, trial preparation, and strategy. Provides deposition preparation counseling to physicians.</td>
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<td>Key Resp 07</td>
<td>Oversees claims management, including liaison with involved parties and responses to discovery requests. Ensures subordinate staff follow procedures in claims management, including liaison with involved parties and overseeing responses to discovery requests. Counsels physicians, nurses, and staff in retrospective reviews following adverse events or claims. Oversees the development of policies and educational programs to assist physicians and staff in reducing exposure to risk and loss. Counsels physicians, nurses, and staff in retrospective reviews following adverse events or claims.</td>
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<td>Key Resp 08</td>
<td>Manages staff involved in professional liability duties; ensures compliance with internal policy and external regulations. Advises on complex or escalated cases. Ensures proper maintenance of medical licenses for nurses and physicians. Collaborates with risk management staff and counsel on professional liability strategy. Ensures subordinates are utilizing best practices and compliant with internal policy and external regulations. Collaborates with senior leadership to establish long term strategic goals and systems for the professional liability program.</td>
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<td>Key Resp 09</td>
<td>Participates in and assists with educational inservices to staff and physicians on risk management principles, healthcare law, and policies. Determines the curriculum and content for risk educational programs for the organization's understanding, management and treatment of risk, and comprehensive orientation program. Oversees the development of risk educational programs for the organization's understanding, management and treatment of risk, and comprehensive orientation program.</td>
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<td>Key Resp 10</td>
<td>Maintains responsibility for employee performance reviews, recruitment, retention, terminations, staff development programs, and implementation of quality improvement practices. Proposes staffing changes, justifying how staffing patterns meet strategic needs. Participates in the development of career series, defining development and growth consistent with Forecasts workforce planning and talent development needs based on organizational strategy and assists in the development of staffing plans. Works with subordinate managers to</td>
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Job Family: Finance  
Job Function: Risk Management HC  
Category: Management

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Instills strong management practices among subordinate managers to create a culture of teamwork, effective collaboration, and timely achievement of objectives. Workforce planning. Develops core competencies, assessment plans, and tools for risk management personnel. Evaluate the core competencies in risk management, and to ensure assessment plans and tools for the medical center and / or health system.

Key Resp 11 Promotes professional growth and advancement for risk management staff, implementing professional development, continuing education, and training initiatives for staff. Provides mentorship to emerging and new risk management leaders to smooth the transition from technical / clinical roles to formal leadership roles. Provides mentorship to risk management managers and supervisors. Reviews and approves individual professional development plans, with succession planning needs in mind. Identifies the need for professional development initiatives for staff. Encourages all staff to develop expertise, publish, and teach. Ensures ongoing mentorship and relevant leadership / professional development programs are provided for risk management across the medical center and / or health system. Provides employee professional growth opportunities and promotes effective teamwork and collaboration and a culture open to change. Works with senior leaders to develop a succession planning pipeline for risk management leadership.

Key Resp 12
Key Resp 13
Key Resp 14
Key Resp 15

Education 1 Bachelor's degree in related area and / or equivalent experience / training. Bachelor's degree in related area and / or equivalent experience / training. Bachelor's degree in related area and / or equivalent experience / training.

Education 2
Education 3
Education 4

License 1
License 2
License 3
License 4

Cert 1
Cert 2
Cert 3
Cert 4

Spec Cond 1
Spec Cond 2
Spec Cond 3
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<thead>
<tr>
<th>Spec Cond 4</th>
<th>KSA 01</th>
<th>Broad knowledge of risk management and claims management concepts. Ability to apply knowledge in an acute care setting to improve risk management operations.</th>
<th>In-depth knowledge and applied background in risk management. Knowledge of risk management industry trends. Strategic ability to apply theoretical concepts to define risk management processes to meet department standards and organization goals.</th>
<th>Highly advanced knowledge of risk management theory and applied background in managing risk in a hospital system. Extensive business knowledge in systems planning and change management with comprehensive understanding of the organization and functional area.</th>
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<tr>
<td>KSA 02</td>
<td>Knowledge of medical center, HR, and UC policies and processes. Comprehensive knowledge of relevant risk management industry federal, state, and local laws and regulations. Ability to apply policy knowledge to suggest improvements to risk management compliance and regulatory issues.</td>
<td>Knowledge of medical center, HR, and UC policies and processes. Advanced knowledge of relevant risk management industry federal, state, and local laws and regulations. Ability to apply policy knowledge to proactively identify potential risk areas in risk management department.</td>
<td>Knowledge of medical center, HR, and UC policies and processes. Extensive knowledge of relevant risk management industry federal, state, and local laws and regulations. Applies advanced policy knowledge to suggest improvements to risk management policies and processes.</td>
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<td>KSA 03</td>
<td>Established leadership skills in employee supervision and HR administration to effectively manage, lead, and motivate others. Conflict resolution skills to resolve personnel issues and counsel assigned staff to develop cooperative working relationships.</td>
<td>Advanced leadership skills in employee development to grow assigned manager and supervisor leadership skills, leading and guiding them to achieve objectives, manage conflicts, and develop and maintain high standards of customer service.</td>
<td>Highly developed leadership skills to oversee multiple functions through subordinate managers, appropriately granting autonomy while knowing when to intervene. Translates conflict management techniques to resolve sensitive, high impact situations.</td>
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<td>KSA 04</td>
<td>Proven project management and customer service skills to effectively manage multiple priorities in a complex, challenging environment. Demonstrates adaptability and flexibility, anticipates and effectively handles change.</td>
<td>Ability to collaborate with senior management on setting objectives, define division goals, and manage the implementation process for initiatives. Highly adaptive and ability to work well under pressure and meet deadlines.</td>
<td>Highly advanced strategic development skills to collaborate with senior management across the organization to implement strategic initiatives and long term projects. Skills in establishing and implementing customer service standards.</td>
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<td>KSA 05</td>
<td>Established ability to organize division operations in an efficient and effective manner through improving risk management processes, procedures, and systems.</td>
<td>Advanced skills to organize, simplify, and increase efficiency of risk management processes and procedures while maintaining standards and compliance.</td>
<td>Ability to streamline systems and design processes to improve efficiency of risk management operations. Goal setting skills to establish department and employee goals which measure effectiveness of contributions and efficient operations of department.</td>
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<td>KSA 06</td>
<td>Skills to collaborate within and across departments / locations to coordinate daily risk management activities and resolve problems. Interpersonal skills to maintain professional relationships with peers, patients, multidisciplinary team members, senior management, and assigned staff.</td>
<td>Interpersonal skills to maintain professional relationships with peers, patients, senior management, assigned staff and coordinate risk management activities across functions. Ability work collaboratively and promote others, soliciting and incorporating their ideas when appropriate.</td>
<td>Interpersonal skills to maintain relationships with senior management, patients, peers, and team and develop relationships with industry leaders. Ability to work collaboratively with others through soliciting and incorporating their ideas when appropriate, being critical about information and applying it appropriately, and promoting and maintaining relationships.</td>
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<td>KSA 07</td>
<td>Proven analytical abilities and problem solving skills to quickly evaluate complex issues and identify options for resolution. Demonstrates sound judgement.</td>
<td>Strategic problem solving skills to evaluate complex or new issues and identify options for resolution when no precedent exists. Demonstrated analytical skills to probe, challenge, and to question the status quo.</td>
<td>Critical thinker with highly advanced analytical abilities to identify problems before they arise and solve complex, wide reaching problems when no precedent exists.</td>
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<td>KSA 08</td>
<td>Verbal and written communication skills to effectively communicate through all mediums and with all groups. Abilities to listen actively, persuade, advise, counsel, and influence all levels of staff.</td>
<td>Verbal and written communication skills to address critical, sensitive situations such as lawsuits and adverse events. Abilities to actively listen, and change the thinking of, or gain acceptance from, others.</td>
<td>Verbal and written communication skills to tailor style for the situation and handle critical, sensitive situations such as lawsuits and adverse events. Highly developed persuasive skills to negotiate and get buy in from others with varying priorities.</td>
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<td>KSA 09</td>
<td>Advanced user of internal risk management information technology applications. Knowledge of available information technology software in the risk management field.</td>
<td>Advanced user of risk management application programs. Knowledge of other computer application programs in the industry and ability to notice technological inefficiencies and analyze pros and cons of adopting alternatives.</td>
<td>Advanced user of risk management application programs. Knowledge of alternative industry computer application programs in the industry and ability to identify technological inefficiencies and implement improvements to the use of information technology.</td>
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<td>KSA 10</td>
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Environment
- Health care (hospital, clinical, classroom setting or similar environment as the role requires).

Career Path 1
- Risk Mgt HC Mgr 2
- Risk Mgt HC Mgr 3
- Career Path open

Career Path 2
Career Path 3
Career Path 4
Career Path 5
Career Path 6