

Jenny Coghill, MBA

Skills

HR and Healthcare Manager: Highly organized, resourceful, and accomplished administrative professional with extensive experience in directing business and healthcare operations. Adept at assessing organizational challenges and creating solutions. Record of delivering projects on time and under budget. Core competencies include:

- Office Administration
- Business Improvement Processes
- Customer Service
- Verbal and Written Communication Skills
- MS Office Suite
- Attention to detail
- Medical Terminology
- Staff Training and Development
- Project Management
- HIPAA compliant
- Workday
- UW Specific programs – UWHIRES, Interfolio
- QuickBooks

Education

November 2022

University of Washington, Seattle, WA – *HR Administration Certificate*

May 2012 - May 2014

Western Governor's University – Washington – *MBA, Healthcare Management*

January 2008 - December 2009

University of Washington, Seattle, WA – *BA, Psychology*

Experience

March 2019 - PRESENT

University of Washington, Seattle, Department of Radiation Oncology – *Faculty & Staff HR Manager (1/23 - current), Faculty Affairs & HR Specialist (5/2020 - 12/2022), Faculty Affairs Specialist (3/19 - 4/2020)*

Faculty Appointments & Reappointments

- Manage appointment process from initial offer to the final hire and relocation for successful candidates (multiple ongoing searches at multiple sites of practice).

- Manage notifications to department of new faculty hires, administrative changes, and departures in coordination with Chair and Vice Chairs.
- Intensive communication with division management/staff and faculty, including interpreting policies, in order to assure accurate and timely completion of required materials for appointment package; troubleshooting and resolving difficulties that arise in any aspect of the appointment.
- Review and advise Department staff and faculty on new policies and procedures relating to faculty.
- Interact directly with the Department Chair on issues related to appointments and reappointments.
- Act as the primary point of contact for the Department with the School of Medicine Academic Appointments and Compensation (AAC) team.
- Develop and implement tracking systems for the faculty appointment and reappointment processes.
- Draft and implement policies and procedures for annual and multi-year reappointment processes as well as 2nd year reviews for reappointments of assistant professors
- Review proposals and documentation for quality control and prepare them for distribution; ensure compliance with University deadlines; develop and oversee faculty voting process.
- Advise faculty on the critical milestones that must be achieved to obtain an initial academic faculty appointment by providing an overview of the departmental and division criteria and creating resource materials, such as discussion and content guides.
- Act as liaison with delegated authority and independent decision making to prospective candidates in partnership with UW Academic Human Resources (AHR), AAC, UW Office of Medical Staff Appointments (OMSA), UWP and between faculty, division personnel and Chair's Office.
- Manage job postings using Interfolio as required and needed for the job posting
- Coordinate visa and permanent residency applications and renewals in collaboration with the SOM Dean's office and ISO
- Manage leaves of absence and educating faculty on different leave types including FMLA, PFML, sick leave, and leave without pay
- Provide guidance and information for postponements and clock stop processes

Staff HR Management

- Manage appointment process from initial offer to the final hire for successful candidates.
- Advise the Vice Chair on staff promotions and position review processes including recommending methods of data collection/submission ensuring compliance with HR and Union requirements, University and School of Medicine timelines including recommending methods of data collection/submission.
- Partner with the Department Vice Chair on staff performance review processes to ensure compliance with University and Union requirements and University deadlines.
- Compose justification letters for the Chair's and Vice Chair's signatures for all personnel actions.

- Act as liaison with delegated authority and independent decision making to prospective candidates in partnership with UW Human Resources, SOM HR, and between staff and Vice Chair's Office.
- Delegate and lead the work of staff who provide support to the central administrative team.
- Provide direct confidential senior-level executive support.
- Communicate effectively on matters involving the Department, employing tact and diplomacy.
- Handle sensitive and urgent matters in a thoroughly professional and timely manner with careful attention to confidentiality.
- Manage leaves of absence, educating staff on the different leave types including vacation, sick, holiday, FMLA, PFML, and leave without pay

Medical Staff Credentialing & Practice Plan Payor Enrollment Coordination

- Manage medical staff and practice plan processes to ensure that faculty members credentialed and enrolled within the Department are able to provide clinical services in conjunction with their approved faculty appointment.
- Interact directly with the Department Chair on issues related to credentialing and re-certifications.
- Partner with the VA to credential and obtain access for physicians and physicists
- Manage the UW, FHCC, and VA re-credentialing processes for physicians within the Department

Project Management

- Ensure Department, SOM, and UW anti-bias training completion for all department employees are completed within set guidelines
- Compose justification letters for the Chair's signature for all personnel actions.
- Build, manage, and enhance complex working relationships with internal and external entities and have strong interpersonal communication skills in order to document policies, provide advice and work with faculty and administrative team members in each setting.
- Authority to respond to inquiries and make decisions based on the knowledge of the Department Chair's expectations and the Department Mission and use discretion and judgment in determining and prioritizing issues requiring Department Chair's attention or delegation to other faculty or staff.
- Provide direct confidential senior-level executive support.
- Communicate effectively on matters involving the Department, employing tact and diplomacy.
- Handle sensitive and urgent matters in a thoroughly professional and timely manner with careful attention to confidentiality.
- Create and manage a schedule of mentorship meetings between junior and senior faculty on a regular basis. This includes complex scheduling of faculty at multiple sites of practice.

- Partner with the Vice Chairs and Medical Directors to create and maintain a complex schedule of semi-annual reviews with each faculty across multiple sites of practice.
- Coordinate and manage the process for faculty reporting of outside professional activities

Promotion Process

- Advise the Chair, Vice Chair, Department Appointments & Promotions Committee and faculty on promotion process and timelines including recommending methods of data collection/submission ensuring compliance with Faculty Code requirements, University and School of Medicine timelines.
- Develop and implement tracking systems for the faculty promotion processes.
- Advise faculty on the critical milestones that must be achieved to obtain promotion by providing an overview of the departmental and division criteria and creating resource materials, such as discussion and content guides.
- Manage promotion cases through completion including: gathering all required materials from faculty member and administrative support, requesting letters from reviewers, overseeing A&P Committee review and vote, facilitating eligible faculty review and vote, composing Chair's letter, final submission to AAC, responding to additional inquiries from Dean's office and Provost
- Serve as an administrative manager for the Department's appointments & promotions committee, ensuring the promotion guidelines are up-to-date, compliant, and address the expectations related to promotion within the Department of Radiation Oncology.
- Draft and advise A&P Committee on revisions to Departmental A&P Guidelines, including drafting language for new tracks implemented by the UW

Staff Supervision

- Delegate and lead the work of staff who provide support to the central administrative and HR team.
- Interview and hire staff
- Assign and review work of direct reports
- Provide training, coaching and mentoring
- Conduct annual performance reviews
- Takes corrective action, up to and through termination, as needed

Previous Duties

- Coordinate on-site visits including arranging flights and hotel reservations, coordinating interviews with individuals inside and outside the department, reserving conference rooms, ordering breakfast and lunch, arranging dinner reservations, and ensuring candidates are escorted to and from each location in a timely manner
- Maintain faculty staffing for 6 sites of practice, including on-call and holiday coverage schedule

April 2018 - March 2019

University of Washington, Seattle, Department of Electrical & Computer Engineering
- Human Resources Coordinator

- Manage all payroll activities for over 350 faculty, staff, and student employees
- Manage staff appointment and effort changes, senior fellow and graduate students' annual appointments in Workday, as well as central offices such as Student Fiscal Services, ISC and HR/Compensation
- Work closely with ECE Administrator and research support staff to modify and adjust salary distributions on a quarterly basis and as needed due to changes in funding support
- Oversee/troubleshoot submission to ASE offer letters and job descriptions via online offer form, collect offer letter acceptances, revised job descriptions, and maintain ASE personnel files
- Assist Administrator and ECE Advising with UAW contract interpretations that may relate to payroll including: general information, grievances, open hires, and supervisor questions
- Manage all relevant Workday processes
- Assist administration and manage the hiring, re-hiring, position changes and separations of all short-term appointments, hourly, ASE, classified and professional staff employees, and all faculty
- Under the general direction of the Administrator, assist ECE program managers and faculty with establishing appropriate appointments that adhere to UW, COE, and ECE employment policies
- Ensure appropriate hiring forms for residents and nonresidents are completed and are kept when the department is the unit of record
- Consult with the Administrator, academic advisors, assistant to the chair, and the program managers for accurate budget information and procedures for hiring new employees both within the department and university as a whole
- Manage departmental on-boarding and campus orientation for new staff and students. Coordinate all new hire meetings and payroll paperwork, and arrange for departmental orientation to all new employees, hourly, classified, professional staff and faculty
- Maintain leave records for all staff employees, audit leave records, work with supervisors and faculty for special leave requests
- Work with Administrator to insure compliance with FMLA leave requests, insuring the proper documentation is on file
- Assist in advising employees and supervisors on university and department policies, federal and state laws, and other rules governing various types of leave
- Provide consultation to all levels of staff on a wide variety of issues including, but not limited to Departmental and University regulations and policy interpretation, State and Federal employment laws, University regulations, precedents and customs
- Maintain ECE Administrative Personnel Database; troubleshoot problems with webmaster and ECE program managers, make system updates to ensure efficient streamline of information, responsible for all data entry of personnel database
- Maintain departmental HR & Payroll Coordinator and Administrative Coordinator Manuals
- Set and enforce strict deadlines, setting policies and procedures consistent with University requirements, and to stay in compliance with union contracts

- Liaison between Unionized and Non-Unionized staff members

November 2014 - April 2018

**University of Washington, Seattle, Department of Industrial & Systems Engineering –
*Fiscal Specialist I/Secretary Senior***

- Manage all scheduling for department chair, using sound judgment in prioritizing scheduling and rescheduling meetings
- Reconcile department chair's revolving funds account for research subject payments and investigate and correct discrepancies
- Collect and assemble promotion and tenure packets for faculty, review for completeness and accuracy
- Coordinate faculty recruitment efforts and joint department searches, prepare complex interview schedules, logistics and travel
- Compile and complete new hire packets for faculty
- Organize and format transcripts of high-level department events
- Plan and coordinate department graduation ceremony and events
- Maintain and modify fiscal record keeping systems, databases and spreadsheets; review fiscal records; identify trends; assist in formulating corrective action
- Facilitate all purchasing, travel, invoices, and reimbursements in accordance with federal, state and university guidelines, allocating expenses to appropriate budgets; monitor spending and investigate/resolve discrepancies
- Maintain and coordinate annual, biennial and surplus department inventory
- Manage department's social media accounts and website, updating as needed
- Use a high-level degree of professional judgment in communicating with all members of staff and faculty inside and outside the department
- Manage all departmental payroll activities
- Oversee ASE and lecturer offer letters, collecting acceptances and maintain personnel files
- Assist administrator with managing hiring, re-hiring, appointment changes and separations of all department employees
- Facilitated smooth transition from legacy systems to Workday, including training department employees
- Manage Visa requests and extensions for new hires, including students, staff and faculty
- Assist faculty with permanent residency materials
- Update and maintain listservs

July 2011 - May 2020

Body Smith Chiropractic, Seattle- *Office Manager*

- Coordinate new hire onboarding and training of staff
- Manage all payroll activities
- Identify and exercise independent judgment and initiative to solve complex administrative issues
- Develop and maintain policies and procedures, including records retention policies

- Compose clear and concise correspondence on behalf of the doctor in line with business goals
- Streamline office processes by eliminating redundancies
- Manage all patient inquiries, including financial and insurance benefits
- Collect all financial income and compare income on daily, weekly, and monthly basis
- Perform general reception including scheduling patients and data entry
- Compose marketing material including postcards, monthly newsletters, and emails
- Input income and expenditures into QuickBooks, applying payments to the appropriate codes, auditing and correcting discrepancies

November 2010 - November 2014

Claire's Accessories, Seattle - *Store Manager*

- Develop, train and manage staff on daily operations and customer service responsibilities
- Provide periodic performance reviews for employees
- Recruit, interview, hire, and assist new employees with new hire paperwork
- Provide excellent customer service
- Cashier, including returns and exchanges
- Maintain store front
- Maintain and audit daily and weekly paperwork, including counting and depositing daily money

Awards

2016, University of Washington, College of Engineering Classified Staff Award

Diversity, Equity, & Inclusion

2022 - 2023, EDI Foundational training: Social Determinants of Health

2022 - 2023, EDI Foundational training: Identity, Privilege, and Intersectionality

2022 - 2023, EDI Foundational training: Interrupting Bias and Microaggressions

2022, History of Race and Racism in Science and Medicine

2022, Gender and Sexual Diversity

2022, Awareness to Action

Special Responsibilities & Service

2017, College of Engineering Staff Award Committee

09/2022 - current, Patient Care Start Date Workgroup

- Review the current processes and dependencies that go into faculty appointments for those who treat patients, identify areas that create issues, identify solutions, recommendations, and tips for ensuring faculty have the access they need in order to start seeing patients on time

09/2023 - current, HR CoP Mentorship Program Mentor

- Provide mentorship and guidance for other HR professionals at UW
- 1:1 pairing with a mentee, meeting about 30 minutes each month

10/2023 - current, EDI Action Planning Team for Radiation Oncology

- Initial drafting & completion of the plans (EDI Survey Action Planning Workshops)
- Collaboration & finalization of the plans (Systemwide learning event)
- Periodic progress check ins for accountability support

12/2023 - current, UW Disability Staff and Faculty Association (DSFA) Employee Support Committee

- Creating community for disabled, D/deaf, mad, chronically ill, and neurodivergent-identifying staff and faculty and allies at the University of Washington
- Building awareness, facilitating information sharing and seeking advocacy opportunities
- Sharing resources, tools and tips that may benefit DSFA community and educating and advocating for disability awareness, rights, and inclusion at UW and the communities in which we live and work

06/2024 - current, School of Medicine Offer Letter Generator Focus Group

- Reducing time spent drafting offer letters.
- Creating an intuitive process for departments.
- ensuring appropriate content by including all relevant topics.
- Improved candidate experience, by providing one offer letter, without addenda.