

JOB DESCRIPTION

JOB CODE & TITLE:	0712 Resident	DEVELOPED:	
DEPT # & NAME:		REVIEWED:	
REPORTS TO: (Title)		REVISED:	8/17/2018 ; 5/2020
LOCATION (Code):		FLSA:	EX

Our Mission is to extend the healing ministry of Christ.

Employees are hired to help Adventist Health System extend the healing ministry of Christ. They are expected to exhibit a continuous behavior of professionalism, which includes but is not limited to, treating customers and coworkers with respect and dignity, aligning behavior with customer service principles, maintaining customer and patient confidentiality, abiding by employee guidelines for professional behavior, appearance, and communication, exhibiting teamwork behaviors, being effective in conflict resolution, helping others to understand issues and accept changes, demonstrating high standards of work performance and flexibility, maintaining positive interdepartmental relationships, keeping a positive attitude, and adhering to the policies and procedures of the organization.

The ideal candidate embraces continuous learning, values diversity, and drives towards excellence.

GENERAL SUMMARY:

AHS selects future leaders for our organization through a highly selective screening process. Candidates chosen at the end of this process are invited to join the Leadership Development Residency Program and participate in a multi-year educational experience that culminates with the completion of an approved, post-graduate degree. Successful performance in, and completion of, the residency program positions residents for AHS system-wide leadership opportunities.

Residents observe organizational dynamics, participate in individual or team meetings, and complete project assignments as appropriate. Residents are exposed to core operational, multi-disciplinary leadership in one of the following areas: Accounting, Corporate Responsibility, Finance, General Operations, Human Resources, Marketing and Strategic Planning, Physician Enterprise, Revenue Cycle and Supply Chain. Residents are invited to various leadership meetings in order to gain first-hand experience in how key organizational decisions are made. Residents actively participate in outstanding customer service and accept responsibility in maintaining relationships that are equally respectful to all.

PRINCIPAL DUTIES AND JOB RESPONSIBILITIES:

- Below are the expected responsibilities of all residents when working in any AHS department. Additional responsibilities will be assigned by the respective preceptor when the resident is assigned to the department. For residents who have successfully completed a prior AHS summer internship, opportunities that are more critical to the organization may be provided.
 - 1. **KNOWLEDGE** Gain depth and working proficiency in function-specific body of knowledge.
 - 2. **RELATIONSHIPS** Cultivate foundational relationships that will be leveraged throughout professional career.
 - 3. **OUTPUT** Utilize advanced research skills and master conceptual structures of the business they support.

KNOWLEDGE AND SKILLS REQUIRED:

Basic proficiency in the use of Microsoft Office suite applications: Word, Power Point, Excel, and Outlook

KNOWLEDGE AND SKILLS PREFERRED:

• Microsoft Access, Publisher, and Lync

EDUCATION AND EXPERIENCE REQUIRED:

• Completed an applicable Bachelor's degree

EDUCATION AND EXPERIENCE PREFERRED:

- Minimum major and cumulative grade point average (GPA) of 3.4, highly desirable
- Bachelor's degree in one of the following: Accounting, Advertising, Architecture, Business and Information Systems, Business Management, Communications, Computer Science, Economics, English, Engineering, Facilities Management, Finance, Healthcare Administration, History, Human Resources Management, Industrial and Organizational Psychology, Journalism, Marketing, Mathematics, Philosophy, Political Science, Pre-Law, Public Relations, Statistics
- Prior AHS summer internship experience
- Prior work experience in a professional environment
- Prior experience in an organized activity requiring team participation and time management

LICENSURE, CERTIFICATION OR REGISTRATION REQUIRED:

N/A

LICENSURE, CERTIFICATION OR REGISTRATION PREFERRED:

N/A

SUPERVISORY RESPONSIBILITIES

LIVING OUR SERVICE STANDARDS

How we treat those we serve and each other is what sets us apart from other healthcare organizations. We want everyone who walks through our doors to feel loved, cared for, and at ease. Whether you are clinical or non-clinical, your actions and behaviors can create an environment that either builds trust or causes anxiety and fear. We have made it easy for you to ensure that you are always building trust and providing excellent care by exhibiting our Service Standards.

All team members will be held accountable for consistently living out our 16 Service Standards and the additional behaviors listed below to ensure that every person, every time has an exceptional experience.

KEEP ME SAFE

I make safety my number one priority.

I protect privacy and confidentiality.

I keep my environment clean.

I follow the dress code and wear my badge correctly.

LOVE ME

I treat others with uncommon compassion.

I nurture whole-person care through CREATION Health.

I treat others with fairness and respect.

I listen and communicate using iCARE. (Introduce, Connect, Anticipate, Reinforce, Extend)

MAKE IT EASY

I help guests to their destination.

I speak highly of others to provide connected care.

I collaborate to create solutions, not excuses.

I innovate and continually seek ways to improve our work.

OWN IT

I am positive and aim to exceed all expectations.

I follow through on commitments.

I use discretion with personal devices.

I recover service and restore trust using ACT. (Acknowledge/Apologize, Correct, Thank)

Team members must conform to all AdventHealth organizational and departmental policies and procedures including but not limited to:

- Mission
- Vision
- Values
- Code of Conduct as outlined in the "Guidelines for Employees" handbook

Establishes and maintains a history of regular attendance; makes appropriate use of PDO and observes department call-in procedures for absence; establishes and maintains punctual work habits. Exhibits timely arrival and departure and dependable time habits including meal and other breaks.

Attends and participates in mandatory facility-wide and department training/meetings as required (including but not limited to: ALN, safety training, etc.). Is able to demonstrate and apply knowledge of fire, safety, security, and disaster procedure regulations as presented in orientation, outlined in the safety manual, and as pertains to each work area.

Required to respond to emergency situations (i.e. disasters, hurricanes, etc.) by reporting to department and staying until the crisis is over or your position is covered by incoming personnel. This is a mandatory requirement. Refusal to respond may result in termination.

Contributes to the successful achievement of department-stated goals and objectives and will facilitate staff cohesiveness and communication.

REQUIRED COMPETENCIES

- MODELING ORGANIZATIONAL VALUES Shows an approach towards people and work that is consistent with the overall values of the business. Professional in appearance and demeanor. Strives to become a role model by consistently embodying our brand.
- CUSTOMER FOCUS Demonstrates appropriate attention to stakeholder needs when making decisions
 and taking action. Is responsive and courteous with stakeholders. Listens and empathizes with stakeholders'
 concerns. Researches concerns to find solutions. Strives to deliver stakeholder service that consistently
 exceeds expectation.
- **SELF-DEVELOPMENT** Takes ownership of own development; seeks training, development opportunity or feedback. Strives for continuous self-improvement.
- **EFFORT/INITIATIVE** Seeks out new assignments or additional responsibilities. Takes initiative to help others. Strives to learn more about the internship and business.
- **EFFECTIVE COMMUNICATION** Effectively gives and receives information, ideas and opinions verbally and in writing. Uses common courtesies in keeping supervisor and coworkers updated on progress. Strives to find common ground.

- **PROBLEM SOLVING** Resolves problems effectively by considering appropriate options before making a decision. Open to new ideas, looks for and considers alternative solutions. Strives to proactively address concerns.
- TEAMWORK/COOPERATION Willingness and ability to work and cooperate with others. Shares
 knowledge, solicits the advice and opinions of others and is open-minded. Seeks to collaborate with the
 team on solutions.
- **LEADERSHIP DISPOSITION** Confidence in taking the lead and navigating ambiguity, mental toughness in difficult times. Builds trust by behaving with integrity, attentiveness and optimism of others and adeptness in building relationships.
- **WORK QUALITY** Plans and completes work thoroughly, accurately within requirements and deadline expectations. Strives for continuous improvement of work product or output.
- **PRODUCTIVITY** Produces a reasonable amount of work in the time allotted. Strives for efficiency.
- **JOB KNOWLEDGE** Understands duties and responsibilities. Seeks prompt clarification from appropriate resources if needed. Strives to obtain additional job-related knowledge.

This position description reflects the general duties and responsibilities necessary to describe the principal functions of the job, as identified, and shall not be considered an exhaustive list of job responsibilities which may be inherent in the job. To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed are representative of the knowledge, skill, and/or ability required. The responsibilities listed may be subject to change at any time and individuals may be asked to perform duties outside of their regular responsibilities to support the ongoing operations of AdventHealth and its facilities.

I have read and understand this job description.	
Employee Signature	 Date

External and internal applicants, as well as position incumbents who become disabled, must be able to perform the essential job specific functions (listed within each job specific responsibility) either unaided or with the assistance of a reasonable accommodation to be determined by the organization on a case by case basis. If the requirement is not marked, then the standard is generally considered not applicable.

Requirement		Frequently	Continually	Requirement	Occasionally (i.e., Monthly)	Frequently (I.e. Weekly)	Continually
General Requirements (has the ability to)				Required Lifting (ability to lift)			
Sit		П	\square	Up to 10 lbs			
Stand	Ħ	Ħ	Ħ	11 to 24 lbs			Ħ
Walk			Ħ	25 to 34 lbs			ΠĦ
Drive		Ħ	Ħ	35 to 50 lbs			ΠĦ
Bend		Ħ	Ī	51 to 75 lbs			П
Climb				76 to 100 lbs			
Kneel				Over 100 lbs			
Crouch							
Twist				Pushing/Pulling (ability to push and pull)			
Maintain Balance				Up to 10 lbs	\boxtimes		
Reach				11 to 24 lbs			
				25 to 34 lbs			
Sensory Requirements (has ability for)				35 to 50 lbs			
Far Vision				51 to 75 lbs			
Near Vision			\boxtimes	76 to 100 lbs			
Color Vision				Over 100 lbs			
Depth Perception							
Seeing Fine Details		\boxtimes		Hand Manipulation (ability with)			
Hearing Norm Speech				Simple Grasping			
Hearing Overhead Pages				Firm Grasping			
Telephone use				Fine Manipulation			
				Use of Keyboards		\square	
Mental & Emotional Requirements (ability to)	YES	NO					
Cope with High Level of Stress		Щ		Environmental Exposure (may be exposed to)	YES	NO	
Make Decisions under High Pressure				Infectious Diseases	닏		
Cope with Others' Anger/Fear/Hostility Calmly	<u> </u>			Chemical Agents	<u> </u>		<u> </u>
Manage Altercations				Dust, Fumes, Gases	뉴		<u> </u>
Concentrate				Extremes in Temperature or Humidity			-
Handle a High Degree of Flexibility		片		Hazardous or Moving Equipment	⊢⊢		-
Handle Multiple Priorities in Stressful Situation				Unprotected Heights	┝╫╴		
Work Alone Demonstrate High Degree of Patience				Loud Noises Enters Patients' Rooms	├┼		
Adapt to Shift Work				Has Direct Patient Contact	┝┾		
Work in Areas That Are Close and Crowded	 			Has Direct Fatient Contact	$\vdash \vdash$		
Work in Aleas That Are Close and Crowded							
							
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Others (note below)	YES	NO		Others (note below)	YES	NO	
Accepts flexible schedule to meet unit/dept needs	\boxtimes			Position Requires TB Test		\boxtimes	
Takes call duty		\boxtimes		Position Requires Mask Fit		\boxtimes	
Drives a Facility Name vehicle		\boxtimes					
Must provide a 4-week resignation notice							
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