

**Job Title: Coach Generalist**  
**Department: Coaching**  
**Report to: Group Leader**

**Desired Outcomes:**

- ✔ Utilizes Studer Group Intellectual capital to achieve improved patient satisfaction with at least 90% of partner results tracking towards goal
- ✔ Averages 93 or better on a scale of 1-100 on annual senior leaders survey on all partner accounts
- ✔ Utilizes Studer Group Evidenced Based Leadership to improve HCAHPS results in all partner accounts to above a raw score of 71.0. Maintains a renewal rate consistent with 100% of budgeted amount for partner assignments
- ✔ Actively tracks and reports Financial Impact to document the value the Studer Group process brings to partner organizations
- ✔ Harvests intellectual capital and best practices while coaching in partner organizations.

**Duties and Responsibilities:**

- ✔ Accountable for successful client results and relationships
- ✔ Demonstrates understanding and coaching competence in the following areas: Leadership evaluation, leadership institutes, service excellence and accountability systems – collectively termed Evidenced Based Leadership
- ✔ Ensure client implementation and understanding of Studer Group Evidenced based Leadership by setting clear expectations for success and developing and implementing a sequenced work plan.
- ✔ Facilitate and navigate client leaders and teams as they initiate processes by conducting on-site client coaching
- ✔ Provide professional and highest quality communication and administration to client, thus building effective client relationships
- ✔ Contribute to Studer Group team by providing intellectual capital and building of Firestarter network
- ✔ Work with Partner Relations Coordinator to maintain efficient and effective communication between client, coach and Studer Group team
- ✔ Assist Partner Relations Coordinator in developing professional presentations – conduct presentation sessions at client locations
- ✔ Share coaching skills and lessons learned with Studer Group team
- ✔ Other duties as assigned

**Minimum Education and Experience**

- ✔ Minimum of 5-7 years healthcare background preferably with operational leadership and supervisory experience
- ✔ Bachelor's and Masters degree preferred
- ✔ Ability to read and write the English language with proficiency
- ✔ Ability to structure client approach strategically
- ✔ Ability to work independently
- ✔ Ability to organize workload to provide reliable follow-through and meet timelines/deadlines
- ✔ Ability to build strong relationships at all levels in an organization
- ✔ Ability to develop a full understanding of Studer Group practices and tools and communicate them effectively to afford client growth

### **Physical Requirements**

- ▼ While performing the duties of this job, the employee is regularly required to use hands, and is required to talk and hear. The employee is frequently required to stand, sit, and walk.
- ▼ Ability to stand for 8 hours at a time
- ▼ Ability to sit for 8 hours at a time
- ▼ Ability to navigate from airport terminal to terminal
- ▼ Ability to navigate throughout partner organization
- ▼ The employee may occasionally be required to reach with hands and arms.
- ▼ Ability to pull 50 lbs luggage through the airport
- ▼ Ability to place luggage in overhead compartment (Lift up to 50 lbs. overhead)
- ▼ Specific vision abilities required by this job include close vision, peripheral vision, and ability to adjust focus.
- ▼ Ability to sit, type, and view a computer screen up to 8 hours at a time
- ▼ Ability to use telephone / headset for up to 8 hours at a time
- ▼ Ability to rent and drive a car

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

### **Job Location**

- ▼ Various employee home office locations throughout the United States
- ▼ Travel required