



Department of Employee Relations

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Job Evaluation Report

City Service Commission Meeting: July 21, 2026

Health Department – Clinical Services Division

Current	Recommended
Public Health Nurse Supervisor PR 1GX (\$70,501 - \$101,665) FN: Recruitment Rate is \$87,656. (One Vacant Position)	Health Project Supervisor - SRH PR 1GX (\$70,501 - \$101,665) FN: Recruitment Rate is \$87,656. (One Vacant Position)
Medical Assistant PR 5CN (\$45,011 - \$ 57,952) FN: Recruitment rate is \$48,084. FN: Appointment may be at any rate in the pay range with the approval of DER. (One Vacant Position [Grant Funded])	Public Health Educator II PR 2DN (\$45,101 - \$65,034) FN: Recruitment rate is \$53,914 FN: This position is designated bilingual. (One Vacant Position [Grant Funded])

Note: Residents receive a 4% Resident Incentive Allowance.

The Health Department has requested repurposing two vacant positions within the Clinical Services Division. One position is located in the Sexual and Reproductive Health Section; the other position is grant funded located in the Well Women Initiatives Section. Job descriptions were provided and discussions were held with Lindsey O'Connor, Health Department Human Resources Administrator, Samantha Brennan, Human Resources Supervisor, and Sarah Wallisch, Human Resources Representative.

This report is divided into 2 parts; Part I: Health Project Supervisor – SRH and Part II. Public Health Educator II.

Part I. Health Project Supervisor – SRH (Sexual and Reproductive Health Section)

Background

The Health Department expansion of services and implementation of family planning only services by adding a Nurse Practitioner to back up the existing Nurse Practitioner, has removed the necessity of the Public Health Supervisor being able to provide front-line nursing services. By removing the duty of performing front-line nursing services the Health Project Supervisor will have more time for day-to-day supervision of the SRH staff, especially the Public Health Nurses, and for program supervision. This position is currently vacant, and recruitment only yielded one applicant who met minimum qualifications. Removing the Nursing license requirement enables MHD to expand its potential applicant pool to include those with significant relevant clinical program management backgrounds who don't have nursing degrees and licenses.

Analysis

Current	Recommended
Public Health Nurse Supervisor PR 1GX (\$70,501 - \$101,665) FN Recruitment Rate is \$87,656. (One Position)	Health Project Supervisor - SRH PR 1GX (\$70,501 - \$101,665) FN Recruitment Rate is \$87,656. (One Position)

General supervision and guidance provided by the Sexual and Reproductive Health Program Manager this position exercises a high degree of independent judgment. The Health Project Supervisor provides leadership, coordination, and oversight for programs and services within the Sexual and Reproductive Health (SRH) Division of the health department. This position is responsible for supervising staff, supporting daily operations, coordinating program activities, and ensuring the delivery of high-quality, equitable, and evidence-based sexual and reproductive health services to the community. The Health Project Supervisor within the Sexual and Reproductive Health Program strives to achieve patient and clinic staff satisfaction and productivity at MHD's onsite clinics (Keenan Health Center and Southside Health Center) and community testing events. The position also supports strategic planning, data-informed decision-making, policy and procedure development, and continuous improvement initiatives to enhance service delivery, operational effectiveness, and population health outcomes within the SRH program. Duties and responsibilities include:

35% Clinic Operations:

- Coordinates and supervises monthly clinic staff meetings.
- Responsible for providing information and reports as needed to prepare for the annual budget.
- Assist the SRH Director with planning, organizing, coordinating, and directing all clinic operations and services related to sexual and reproductive health.
- Initiate and implement continuous quality improvements and anticipate risk to enhance clinical services, appointment scheduling, provider productivity, billing revenue, and nursing engagement.
- Increase clinic visibility internally and externally.
- Ensure clinic practice integrity.
- Oversee the operational aspects of the clinic operations at Keenan Health Center and Southside Health Center by providing direct supervision to a team of Public Health Nurses, Medical Assistants, and SRH administrative staff.
- Collaborate closely with the clinic's Nurse Practitioners to ensure comprehensive, high-quality client care and appropriate clinical follow-up.
- Work collaboratively with the Program Director to identify staffing needs, training opportunities, and service improvements.
- Create and promote an adaptive, diverse, and inclusive workforce.
- Ensure adherence to program and policy changes, and align resources; use data to evaluate outcomes.
- Work collaboratively with Finance Team on manners of billing, data analytics, and support services teams.
- Serve as the program's technical expert in the use the department's electronic health record system. Train staff and audits utilization of the electronic health record system to ensure record integrity.

50% Staff Supervision:

- Supervise, assign, and schedule a multidisciplinary professional technical and administrative staff to meet the needs of providing services at Keenan Health Center, Southside Health Center as well as in the community. Determine appropriate levels of staffing necessary to provide services.
- Monitor and support compliance with infection control, clinical protocols, documentation standards, and public health reporting requirements.
- Provide orientation, teaching, coaching, mentoring, and guidance to staff and nursing students to ensure safe practice and quality of services.
- Coordinate training and professional development activities that reflect best practices in STI prevention, treatment, and harm reduction.
- Provide an objective evaluation of staff at intervals required by Human Resources.
- Recommend personnel actions, including discipline.
- Conduct ongoing assessment of staff development needs to maintain best practices in current public health and nursing practice.
- Conduct interviews and make recommendations for hiring candidates for a variety of positions.
- Act as advisor/mentor and supervisor for clinical nursing issues and concerns, escalating to NP or Director as needed.
- Contribute to standards and procedures for evaluating services.
- Assume oversight relative to the quality of clinical practices and service delivery.
- Manage administrative processes including payroll processing, mileage, and time cards in an accurate and timely manner.
- Manage schedules, including employee time off and schedule changes to ensure adequate staffing.

5% Compliance & Safety:

- In conjunction with the Finance, Lab Operations & HR ensure compliance with legislation and regulations related to health care clinics (HIPAA, OSHA, CLIA, etc.).
- Maintain current knowledge of professional licensing and scope of practice requirements for clinical staff (PHNs, MAs, and NP), ensuring that staff maintain required licenses and credentials.
- Provide leadership and follow up concerning incidents, errors, and other patient service issues as needed.
- Oversee appropriate actions related to safety and emergency preparedness.
- With Nurse Practitioner, Nursing Administrator, and Program Director support, implementation of clinical policies and protocols, and documentation of clinic processes.
- Support compliance with all state and federal laws related to clinical operation.

5% Customer/Patient Service:

- Receive and communicate information about new policies and protocols, updates in client services, or current health information and trends.
- Provide customer service support to patients and others as needed.
- Ensure the clinic is accessible for all patients.
- Assist under the direction of the SRH Program Director: contact patients and provide leadership and follow-up concerning incidents, errors, and other patient service issues as needed.

- Assess and incorporate opportunities for improvement resulting from program evaluation, community assessments, and patient satisfaction surveys.

5% Peripheral Duties:

- Participate in and encourage staff participation in department culture, wellbeing and professional development initiatives.
- Participate in and encourage staff participation in quality improvement (QI) projects to foster a culture of continuous quality improvement (CQI).
- Participate in and encourage staff participation in Emergency Preparation activities and respond to broad impact events or Public Health Emergencies as required.
- Participate in and encourage staff participation in a positive safety culture by engaging with safety initiatives, following safety policies and procedures, and reporting safety hazards & opportunities for improvements.

Minimum qualifications include Bachelor's Degree in nursing, public health, social work, management, or other related field. Two years of progressively responsible experience in public or community health programs; experience must include at least two years of full-time experience managing nursing staff. Knowledge of nursing practice, including principles of public health nursing, clinical standards of care, and scope of practice for licensed nursing staff within Sexual and Reproductive Health (SRH) settings. Experience with at least two of the following areas:

- Health care clinic administration/Clinical Oversight
- HIV/STI prevention
- Direct patient care
- Family planning services and teen pregnancy prevention
- Health education services
- Electronic health records and data analytics

Recommendation

These duties, responsibilities, and requirements are currently comparable to the work performed by the already classified Health Project Supervisor – DADS, Health Project Supervisor – EFM, Health Project Supervisor – MBCCAP, and Health Project Supervisor – WIC in the Health Department. Based on this comparison, the recommendation is to reclassify this position in the Sexual and Reproductive Health Section as a Health Project Manager - SRH in Pay Range 1GX (\$70,501 - \$101,665). Recruitment rate is \$87,656.

Part II. Public Health Educator II (Well Women Initiatives Section)

Background

The Health Department's Milwaukee Breast and Cervical Cancer Awareness Program (MBCCAP) has transitioned from providing mammograms, pap smears, and clinical breast exams at the Southside Health Center (SSHC). Opting for a client care coordination program which supports the MHD's transition to Public Health 3.0. This shift, providing less direct services to clients, means that the program needs more Public Health Educators, rather than Medical Assistants, to provide care coordination for clients. The Well Women Initiatives Section current has two (2) grant funded Public Health Educators. Adding another Public Health Educator will increase the ability to provide more health

education intervention work to clients. In 2025 over 1100 clients were supported by the Health Project Supervisor and two temporary administrative staff. By reclassifying this position to a Public Health Educator, the program can sustain and enhance capacity. In addition, the Health Department is requesting that this position be classified as Bilingual to better serve clients. As of 2026, over 95% of the clients in the MBCCAP program are Spanish speaking. This will be the second Public Health Educator position in the Well Women Initiatives Section to be designated Bilingual.

Analysis

Current	Recommended
Medical Assistant PR 5CN (\$45,011 - \$ 57,952) FN Recruitment rate is \$48,084. FN Appointment may be at any rate in the pay range with the approval of DER. (One Position)	Public Health Educator II PR 2DN (\$45,101 - \$65,034) FN Recruitment rate is \$53,914 (One Position)

Under the general supervision of the Health Project Supervisor – MBCCAP, this position plans, promotes, implements, coordinates, monitors and evaluates public health education interventions at the individual, group and community level. The work of the Public Health Educator is centered on breast and cervical cancer screening to promote early detection when cancer is easier to treat. This position also fosters cross sector collaboration to address determinants of health, promote community wellbeing, and prevent disease. The Public Health Educator takes systems level action specific to the Milwaukee community and history to advance health equity and decrease racism. Duties and responsibilities include:

50% Program Coordination/Case Management Assistance:

- Answer calls and forward to the appropriate staff or agency.
- Act as a liaison between clients, providers, and partners for care coordination.
- Enroll eligible persons in the Well Women Program.
- Assist in scheduling clients for Well Women Program services.
- Provide support for the case management.

30% Data Collection and Reporting:

- Utilize the Electronic Health Record (HER) and other computer databases to record client information and communication.
- Aid in compiling, preparing, and maintaining operations and outreach data/reports.
- Maintain files in both paper and electronic formats.

15% Community Outreach/Education/Navigation:

- Identify, plan, develop, implement, evaluate and/or assist with health education interventions and materials for breast and cervical cancer.
- Support the coordination and navigation of obtaining health services for breast and cervical cancer.
- Serve as a health education resource for breast and cervical cancer and the Well Women Program to community agencies, health clinics, and providers.
- Conduct community outreach, promotion, and recruitment for the Well Women Program.

- Attend approved community meetings and events relating to breast and cervical cancer screening.
- Serve as a liaison for MBCCAP and the Well Woman Program.
- Utilize various delivery channels to assist with education including but not limited to in-person, online, and print.
- Consistently work to improve personal knowledge of the breast and cervical cancer screening and community organizations serving the targeted population.
- Expand community partnerships and build relationships.

5% Peripheral Duties:

- Participate in department culture, wellbeing and professional development initiatives.
- Participate in quality improvement (QI) projects to foster a culture of continuous quality improvement (CQI).
- Participate in Emergency Preparation activities and respond to broad impact events or Public Health Emergencies as required.
- Participate in a positive safety culture by engaging with safety initiatives, following safety policies and procedures, and reporting safety hazards and opportunities for improvements.

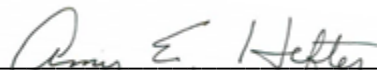
Minimum qualifications include a Bachelor's degree or equivalent from a four-year college or university; and/or one to two (2) years related experience and/or training; regarding public health or community relations, program development and/or other community or organizing experience. Valid driver's license at time of appointment and must be maintained throughout employment.

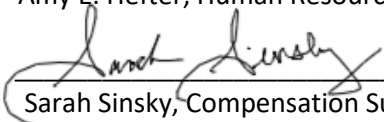
Recommendation

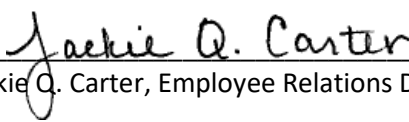
These duties, responsibilities, and requirements are currently comparable to the work performed by the already classified Public Health Educator IIs in the Health Department. Based on this comparison, the recommendation is to repurpose this grant funded position as a Public Health Educator II in Pay Range 2DN (\$45,101 - \$65,034). Recruitment rate is \$53,914. This position is designated bilingual in the Positions Ordinance and will retain the bilingual designation.

Action Required – Effective Pay Period 17, 2026 (August 2, 2026)

* Please see submitted addendum to CCFN for Salary and Position Ordinance changes.

Prepared by: 
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