



Job Code: 5574
Grade: 22
HCWR: N

Job Title
Project Manager

Department
Health Plan Services

This position is exempt from Career Service under the CCH Personnel Rules.

Job Summary

Under the direction of the Director of Project and Strategic Initiatives, CountyCare Health Plan, assumes responsibility for the successful strategic design, implementation, and management of projects for the Cook County Health (CCH). With upper management, helps conceive the redesign process of the organization including the implementation of new and improved systems. Focuses on projects which fulfill the Chief Executive Officer's vision and build the critical business capabilities for CCH. Leverages staff expertise to develop and deliver the interoperable schedules, budgets, deliverables, communication plans, risk logs, issues logs, status reports, and performance metrics from concept through completion of the project. Supervises projects and assigned staff involved with project development. Coordinates the efforts of team members and third-party contractors and/or consultants to deliver projects on time meeting budget requirements. Oversees multiple projects within the organization. Plans change management tasks required for the business to accept, adapt and support initiatives including effective communication, adequate training and documentation. Projects will include evaluation of CCH's internal processes to continuously identify improvement and transformation opportunities all having implications for impact bargaining.

Typical Duties

- Leads and manages multiple project teams involved with improving processes for CCH.
- Participates in the interviewing, hiring, training, growth and development of related staff members as needed.
- Supervises projects and assigned staff involved with project development.
- Manages projects, creates project plans, schedules, budgets, deliverables, communication plans, risk logs, issues logs, status reports, and performance metrics from concept through completion of the project.
- Coordinates the efforts of team members and third-party contractors and/or consultants to deliver projects on time meeting budget requirements.
- Participates in collective bargaining negotiations, caucus discussions and working meetings.
- Works with Labor Relations to discern past practice when necessary.
- Develops metrics to track and monitor project goals and improvement measures.
- Implements risk management plans which include identification, impact analysis, resolution and tracking activities along with proper documentation and communication.
- Manages day-to-day operational aspects of each project and ensures project documentation is accurate and complete.
- Prepares project memos, reports and presentations supporting the progression of the project and anticipated end date.
- Understands and prepares process capacity, capability, and gap analysis summaries.
- Plans change management tasks required to accept, adapt, and support the initiative



Typical Duties

including effective communication, adequate training and documentation.

- Incorporates best practices, internal policies, security, and regulatory policies into the project as needed; ensures all regulatory requirements are in compliance.
- Communicates with management, sponsors, stakeholders, and the project team.
- As necessary, participates in collective bargaining negotiations, caucus discussions and working meetings; works with Labor Relations to discern past practice.
- May perform other work related to the project as assigned.
- Must be able to travel to work sites throughout Cook County.
- Must be able to work flexible hours including nights and weekends.

Minimum Qualifications

- Bachelor's Degree from an accredited college or university
- Three (3) years of full-time paid work experience in healthcare administration or project management with knowledge of business operations, project management techniques and project phases
- One (1) year of full-time paid work experience utilizing MS Project or other project management software program
- Knowledge utilizing Microsoft Office Suite (PowerPoint, Word, Excel, and Outlook)
- Must be able to travel to work sites throughout Cook County
- Must be able to work flexible hours including nights and weekends

Preferred Qualifications

- Coursework in healthcare administration or managed care experience
- Prior experience implementing change management in a complex organization
- Certified as a Project Management Professional (PMP) or Certified Associate in Project Management (CAPM)

Knowledge, Skills, Abilities and Other Characteristics

- Thorough knowledge of project management techniques including experience with planning and tracking scope, time and budget associated with the project.
- Knowledge of business operations and experience leading project teams.
- Knowledgeable of project phases, including budget not limited to the ability to provide the property communication, deliverables and security required at each stage of the cycle.
- Knowledge utilizing Microsoft Office Suite (PowerPoint, Word, Excel, and Outlook).
- Excellent program development, management, and leadership skills.
- Excellent verbal and written communications skills including the ability to document requirements, designs, communication plans, project plans, project status and issues to conduct meetings including formal presentations to management, sponsors, stakeholders, and project teams.
- Skilled in time management as it relates to situations that have competing priorities.
- Skilled in the use of Microsoft Project or comparable tools.
- Ability to work independently and simultaneously manage multiple complex projects at



Knowledge, Skills, Abilities and Other Characteristics

different phases.

- Ability to analyze and solve complex problems using a variety of research and analytical techniques.
- Ability to manage a variety of project teams, including project teams comprised of internal employees, vendors, consultants, and combinations thereof.
- Ability to calculate budget estimates necessary to evaluate costs.
- Ability to train by presenting concepts and demonstrating tasks.
- Ability to multi-task and meet deadlines in a fast paced and stressful environment.
- Ability to maintain a professional demeanor and composure when challenged.
- Must be able to travel to work sites throughout Cook County.
- Must be able to work flexible hours including nights and weekends.

Physical and Environmental Demands

This position is functioning within a healthcare environment. The incumbent is responsible for adherence to all hospital and department specific safety requirements. This includes but is not limited to the following policies and procedures: complying with Personal Protective Equipment requirements, hand washing and sanitizing practices, complying with department specific engineering and work practice controls and any other work area safety precautions as specified by hospital wide policy and departmental procedures.

The above statements are intended to describe the general nature and level of work being performed by people assigned to this classification. They are not intended to be construed as an exhaustive list of all responsibilities, duties and skills required of the personnel so classified.

For purposes of the American with Disabilities Act, “Typical Duties” are essential job functions.