

Human Resources
750 S. Wolcott
Room: G-50
Chicago, IL 60612



Job Code: 6678
Grade: 23
FLSA: Exempt

Standard Job Description

Job Title
Senior Project Manager

Department
Project Management
and Operational Excellence

Job Summary

Under the direction of the Director of Project Management and Operational Excellence (PMOE), the Senior Project Manager assumes primary responsibility for the successful implementation and management of projects for the Cook County Health and Hospitals System (CCHHS), with particular emphasis for leading and facilitating clinical and operational redesign initiatives to improve or maintain quality of care, patient experience, and clinical operational efficiency. 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. 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 may include evaluation of CCHHS's internal processes to continuously identify improvement and transformation opportunities. The Senior Project Manager will focus on projects required to implement the Chief Executive Officer's vision and build the critical business capabilities for CCHHS.

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

Typical Duties

- Manages complex 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.
- Implements risk management plans which include identification, impact analysis, resolution and tracking activities along with proper documentation and communication.
- Effectively communicates with sponsors, stakeholders, and the project team.
- Leads and manages multiple project teams involved with improving processes for Cook County Health and Hospitals Systems, with an emphasis on clinical process improvement
- Collaborates with medical and nursing leadership and works closely with leaders in Finance to implement plans for clinical care redesign.
- Establishes/embeds best clinical and operational practices in collaborations with clinical and operational teams.
- Works with hospital-based services to identify and implement high functioning, role-based workflows.
- Fosters a culture of continuous improvement and patient-centered care with clinic leadership through the provision of training in the use of data and other skills associated with process improvement.

Typical Duties continued

- Teaches and helps assigned clinic staff to use the Plan, Do, Study and Act (PDSA) process (or similar quality improvement model) to focus on overall practice transformation and stronger clinical management.
- Using standard dashboards, tracks the progress of hospital-based services in achieving performance target(s). Reviews performance data and trends with managers and identifies activities needed to support achieving pre-defined goals, maintaining and communicating the dashboard for the hospital-based services.
- Ensures programs are implemented consistent with their designs and support staff and leadership in their effective implementation of programs.
- Manages day-to-day operational aspects of each project and ensures project documentation is accurate and complete.
- Plans change management tasks required to accept, adapt and support the initiative including effective communication, adequate training and documentation.
- Incorporates best practices, internal policies, security and regulatory policies into the project as needed.
- Understands and prepares process capacity, capability and gap analysis summaries.
- May perform other work related to the project as assigned, including delivering information presentations as needed.

Reporting Relationships

Reports to the Director of Project Management and Operational Excellence

Minimum Qualifications

- Graduation from an accredited college or university with a Bachelor's degree.
- Five (5) years' full-time paid work experience in healthcare administration or project management.
- One year of full-time paid work experience utilizing MS Project or a comparable tool is required.
- Minimum of (2) years of healthcare experience facilitating clinical quality improvement initiatives in a teaching hospital.
- Lean Six Sigma Training or Certification.

Preferred Qualifications

- Master's degree in Business Administration or Public Policy or equivalent degree.
- Coursework in healthcare administration or medical office management.
- Knowledge and experience with Joint Commission requirements.
- Certified as a Project Management Professional (PMP) or Certified Associate in Project Management (CAPM)
- Certification in healthcare quality and/or patient safety preferred.
- Finance experience.
- Prior experience driving change in a complex organization.

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.
- Experience and knowledge in operational clinical redesign initiatives.
- Knowledge of improvement methods such as Lean Six Sigma or Systems Theory.
- Knowledge 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 of Microsoft Office Suite applications, including PowerPoint, Word, Excel, and Outlook.
- Good time management skills as they relate to situations that have competing priorities.
- 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 sponsors, stakeholders and project teams.
- Skill in the use of Microsoft Project or comparable tools.
- Ability to work independently and simultaneously manage multiple complex projects at 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.
- Willingness to work extended hours, weekends and holidays as needed.

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.

Approval: 
Andrea Gibson
Director of Project Management & Operational Excellence

Feb 19, 2016
Date

Approval: _____
Gladys Lopez
Chief of Human Resources

Date