



Job Code: 8056
Grade: 24
HCWR: N

Job Title

Director of Project Management & Operational Excellence

Department

Administration

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

Job Summary

The Director of Project Management & Operational Excellence (PMOE) is one of the essential positions for system transformation and operational excellence. The Director of PMOE leads the Project Management Office (PMO), which oversees and coordinates the initiative teams across the Cook County Health (CCH). The Director of PMOE will be responsible for supporting the project teams through all project phases: initiation, planning and design, execution, monitoring and completion. The PMOE ensures timely and effective communications across initiative teams and functions. The Director of PMOE works with Initiative Sponsors to set metrics and targets and to track and report the progress of all initiatives. The Director of PMOE is also responsible for managing, developing and coaching Project Managers, who are deployed to the initiative teams as needed. The Director of PMOE will cultivate and deploy the project management skills required to implement the Chief Executive Officer's (CEO) vision and build the critical business capabilities for CCH. Will also evaluate CCHs' internal processes, continuously identifying improvement opportunities and structuring them into new projects.

General Administrative Responsibilities

Collective Bargaining

- Review applicable Collective Bargaining Agreements and consult with Labor Relations to generate management proposals
- Participate in collective bargaining negotiations, caucus discussions and working meetings

Discipline

- Document, recommend and effectuate discipline at all levels
- Work closely with labor relations and/or labor counsel to effectuate and enforce applicable Collective Bargaining Agreements
- Initiate, authorize and complete disciplinary action pursuant to CCH system rules, policies, procedures and provision of applicable collective bargaining agreements

Supervision

- Direct and effectuate CCH management policies and practices
- Access and proficiently navigate CCH records system to obtain and review information necessary to execute provisions of applicable collective bargaining agreements



General Administrative Responsibilities

Management

- Contribute to the management of CCH staff and CCH' systemic development and success
- Discuss and develop CCH system policies and procedures
- Consistently use independent judgment to identify operational staffing issues and needs and perform the following functions as necessary; hire, transfer, suspend, layoff, recall, promote, discharge, assign, direct or discipline employees pursuant to applicable Collective Bargaining Agreements
- Work with Labor Relations to discern past practice when necessary

Typical Duties

- Serves as primary communication link between PMO and the senior leadership team (led by the CEO)
- Acts as primary agent of change to ensure full value of priority initiatives is captured
- Achieves operational objectives by:
 - - Contributing information and recommendations to strategic plans and reviews
 - - Preparing action plans
 - - Leading implementation of production, productivity, quality, and patient-service standards - Resolving problems and issues
 - - Identifying trends
 - - Determining system and process improvements
 - - Implementing change
- Leads performance improvement projects (e.g. lean six sigma projects)
- Maintains comprehensive oversight of the initiatives' progress by:
 - - Chairing weekly program office meetings and reviewing key initiatives
 - - Managing and evolving the governance and tracking process for initiative projects across the transformation program
 - - Resolve conflicts / problem resolution
- Coordinates the implementation of multiple change programs
- Prioritizes projects around scarce resources
- Shares lessons learned across projects
- Enforces standard tools and methodologies
- Ensures effective and efficient information flows between Initiative Sponsors and across functions
- Enhances department and organization reputation by accepting ownership for accomplishing new and different requests and exploring opportunities to add value to job accomplishments
- Other related duties as required for the efficient operation and performance reporting

Reporting Relationship

Reports to the Chief Strategy Officer



Minimum Qualifications

- Master's degree from accredited institution in Healthcare Administration, Business Administration or a related field preparing a candidate for administrative leadership within a clinical setting
- Six (6) years of experience in project management role
- Prior relevant experience in driving change in a complex large organization
- Prior experience in a team environment in leadership roles
- Proficiency in Project Management methodologies and Process improvement
- Proficiency in Microsoft Office products (Word, Excel, PowerPoint, Access)

Preferred Qualifications

- Four (4) years of experience in a health care administrative capacity, business / finance capacity or in a government setting
- Course work in Healthcare administration, medical office management
- Finance experience
- Prior work experience in a union environment

Knowledge, Skills, Abilities and Other Characteristics

- Demonstrated project management skills
- Advocate for change and performance improvement
- Demonstrated ability to lead cross-function teams; ability to establish strong working relationships and to communicate effectively across different functions of the organization
- Strong interpersonal skills; Strong written and verbal communication skills
- Knowledge of Microsoft Office products (Word, Excel, PowerPoint)
- Demonstrated ability to work in a team based environment, and to lead and motivate teams
- Strong problem solving skills and result-oriented mentality
- Ability to maintain appropriate professional boundaries with all staff, trainees, and patients at all times
- Ability to demonstrate respect and sensitivity for cultural diversity, gender differences, and sexual orientation of patients and coworkers

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.