



Job Code: 9344

Grade: 24

HCWR: N

Job Title

Senior Director of Projects & Strategic Initiatives,
Health Plan Services

Department

Health Plan Services

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

Job Summary

The Senior Director of Projects and Strategic Initiatives, Health Plan Services leads the health plan transformation, operational excellence, and strategic plan implementing new projects and strategic initiatives including new lines of business. The Senior Director will manage the day-to-day activities of strategic initiatives that align with the Plan's strategy for all products to include Medicaid, Medicare, and dual populations. Leads staff to ensure projects are executed, monitored, and completed on time and within budget. The Senior Director meets regularly with Initiative Sponsors to set metrics and targets and to track and report on the progress of all 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

- Lead enterprise-wide strategic initiatives and large to mid-size projects for all lines of business
- Supervises, mentors, and professionally develops team of Project Managers and business analysts
- Acts as the liaison between internal business departments and external delegates and vendors
- Collaborates with legal and develop scopes of work and ensures contracts are executed for related projects
- Represents the health plan at state meetings and with external partners such as the TPA, Vendors, and Providers
- Provides monthly executive leadership reports for all health plan senior leadership
- Acts as an agent of change to ensure full value of priority initiatives is captured - Achieves operational objectives by:
 - Preparing and implements action plans
 - Leads the implementation of production, productivity, quality, and patient-service standards
 - Resolves problems and issues
 - Identifying new trends
 - Determines system and process improvements strategies
- Supports the annual strategic planning process in alignment with CCH strategic goals and IMPACT forecasting
- Develops the strategic roadmap of health plan services and co-facilitates all strategic meetings
- Maintains oversight of the initiatives' progress by:
 - Reporting at weekly program office meetings and reviewing key initiatives
- Leading and evolving the governance and tracking process for initiative projects across the transformation program
 - Resolves conflicts and provides problem resolution
- Works closely with all business departments including Operations, Clinical Services, Compliance, Finance, etc.
- Prioritizes projects and resources with Senior Leadership
- Shares lessons learned across projects
- Enforces standard tools and methodologies



Typical Duties

- Ensures effective and efficient information flows between Project Sponsors and across functions
- Performs other related duties as required for the efficient operation and performance reporting as assigned

Minimum Qualifications

- Bachelor's Degree from accredited college or university
- Four (4) years of experience in project management; Managed Care Health Plan experience in Medicaid; and experience leading process improvement or quality improvement
- Two (2) years of experience in a healthcare leadership role
- Experience implementing new Medicaid, Medicare, or dual products

Preferred Qualifications

- Master's Degree from accredited college or university
- Two (2) years of experience implementing new Medicaid, Medicare, or dual products
- Course work in healthcare administration or managed care operations

Knowledge, Skills, Abilities and Other Characteristics

- Prior knowledge and relevant experience in driving change in a complex large organization
- Prior knowledge and experience in a team environment in leadership
- Proficiency in Project Management methodologies and Process improvement
- Proficiency in Microsoft Office products (Word, Excel, PowerPoint, Access)
- Excellent interpersonal, verbal, and written communication skills necessary to communicate with all levels of staff and a patient population composed of diverse cultures and age groups
- Excellent program development, management, and leadership skills
- Demonstrated project management skills
- Strong problem-solving skills and result-oriented mentality
- Ability to maintain appropriate professional boundaries with all staff, trainees, and patients
- Ability to demonstrate respect and sensitivity for cultural diversity, gender differences, and sexual orientation of patients and coworkers
- Ability to establish strong working relationships and to communicate effectively across different functions of the organization Demonstrated ability to lead cross-function teams
- Demonstrated ability to work in a team-based environment, and to lead and motivate teams
- Advocate for change and performance improvement

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.