JOB DESCRIPTION

Position: Project Manager
Department: Client Operations & Programs
Reports to: Director of Client Operations & Programs
Status: Full-Time, Exempt

POSITION OVERVIEW

The Project Manager role is responsible for the facilitation, organization, and maintenance of specific projects and programs to lead HealthInfoNet in the successful completion of ongoing work assignments. Working in close collaboration with the Director of Client Operations & Programs and Manager of Product & Communication, the Project Manager is responsible for developing an in-depth knowledge of HealthInfoNet's software and services, including fundamental knowledge of client needs and internal data infrastructure processes. This role will lead the facilitation and cross-functional engagement efforts to define project scopes, resources, and priorities for both internal and external project deliverables and improvement initiatives. By providing effective project management and excellent customer service, the Project Manager will assure that required development and/or operational workflows are executed systematically to ensure high-quality outputs.

RESPONSIBILITIES

- Project and program management

    - Effectively carry out project management and other program-related responsibilities associated with the implementation, operational support, and development needs for clients' evolving and emerging interests and requirements.

    - Work with Leadership to develop and manage to contracted scope of work within allowed resources, identifying and addressing the need for internal discussion and potential contract amendments when applicable.

    - Work closely with all involved teams (Client Operations & Programs, Information Services, Product & Communication, etc.) to appropriately define business requirements, translate the requirements into technical specifications, and see the scope of work through established process management workflows prior to release to the client.

    - Work with Leadership to assist with project priority and resource management efforts across all client and program interests and activities by using established project management tools to run issue, forecast and management, and other critical project-success analyses.

    - Proactively identify and address client needs and be continuously alert and responsive to changing client business needs to inform product/service improvements.

    - Provide on-site and/or virtual support to clients as identified with Leadership that require a frequent touchpoint.

- o Manage and monitor client satisfaction, recommending appropriate follow up to continuously improve relationships.

- o Assist Leadership in staying current with relevant industry literature, news, policy, emerging trends, leaders and innovators in health information technology in an effort to assist in new business development, including cultivation of new work with existing clients and other outreach efforts.

- Data quality assurance – partner with the Project and Quality Assurance Coordinator in the following activities:

  - o Develop knowledge of data collection specifications, collection, and release procedures and/or regulations.

  - o Help reinforce a culture of continuous improvement characterized by efficient work systems, effective documentation and training, and ongoing monitoring and improvement.

  - o Assist with the quality assurance procedures of product/service development to ensure appropriate validation prior to broader release.

  - o Seek input from clients around product improvements and communicate internally.

  - o Lead and/or support organization-wide process improvement initiatives.

- Miscellaneous

  - o Understand the value that HealthInfoNet places on maintaining the confidentiality and integrity of its corporate and client data and meeting its applicable privacy and security compliance requirements

  - o Ensure that HealthInfoNet and client data subject to privacy and security protections is accessed, handled, processed, transmitted, disclosed, and stored according to operational and IT policies and procedures

  - o Immediately report any suspected or actual violation of privacy and security policies or unauthorized access or disclosure of HealthInfoNet or client data

  - o Understand that compliance with all privacy and security policies, laws, and regulations is part of each employee's annual performance evaluation

  - o Perform other duties as assigned

QUALIFICATIONS

- General healthcare business knowledge and an interest in continuous professional learning/development.

- A bachelor's degree or higher plus experience working in project management functions; preferred two or more years in health data management and/or healthcare-related positions.

- Strong project management and analytic skills in thinking critically to resolve complex problems.

- Adept in Microsoft Office suite (i.e., Word, Excel, PowerPoint), website CMS platforms (e.g., WordPress, Drupal, Moodle), project tracking applications (e.g., Jira, Jira Service Desk,

Confluence, SharePoint), and Agile (i.e., Scrum, Kanban) project management methodologies.

- Excellent organization and time management, with a track record of consistent and effective follow-through.

- Ability to create and sustain strong working relationships with staff and clients; work independently as well as collaboratively.

- Excellent written and verbal communication skills with demonstrated ability to work in a team-oriented culture.

- Strong work ethic and commitment to excellence, with ability to work under pressure and balance competing demands of clients and projects.

For more information about HealthInfoNet, visit our site: www.hinfonet.org.

Candidates should email their resume and cover letter to Allison McBrierty, Chief Financial Officer, at amcbrierty@hinfonet.org.

Please include the title of the job you are applying for in the subject line of the email.