

UW HEALTH JOB DESCRIPTION

DFMCH Leadership Project Manager

Job Code: 02570

FLSA Status:

Mgt. Approval: L. Haskins Date: 1-17

HR Approval: R. Temple Date: 1-17

JOB SUMMARY

Under the direction of the Administrator and Chair of the Department of Family Medicine and Community Health (DFMCH), the DFMCH Leadership Project Manager will provide support to planning, execution and monitoring of processes and systems in support of the DFMCH strategic priorities. The Project Manager applies project management framework and interdisciplinary process (processes, workflow and technology) to ensure that customer and stakeholder's needs are satisfied. Responsibilities include working with leadership both within and external to the Department in the translation of strategic goals into tactical action plans, project management and monitoring results in collaboration with key stakeholders. The department carries out its' research and educational missions in our clinical sites and this position will work collaboratively with leadership in these areas to respond to performance data. Work with leadership to ensure that the clinical experience of the learners is meeting accreditation standards. This position interacts daily with leaders, clinicians, educators, researchers, front-line staff and other stakeholders. This position uses critical thinking and problem-solving skills to address opportunities for improvement while promoting engagement of stakeholders in solution development. This position promotes communication through the department to ensure appropriate information is reaching key stakeholders in a timely manner. This position serves as the DFMCH Leadership Program Manager and ensures the efficient and effective integration of clinical care with our research and education missions.

A high level of professionalism is required of all UW DFMCH faculty and staff. While this term is difficult to define, it refers to each of us striving to set an example in all we do to adhere to the finest characteristics of our profession and as a colleague. Professionalism includes demonstrating honesty, integrity, accountability and a commitment to altruism in all our work interactions and responsibilities.

MAJOR RESPONSIBILITIES

Project Management (50%):

1. Develop project plans including responsible parties, timetables, sequencing.
2. Manage project scope effectively to ensure appropriate processes are in place.
3. Utilize project management tools and principles to define and manage project scope, document and monitor timeliness and deliverables, and resolve risks and barriers.
4. Efficiently and effectively assess resources, as appropriate, to support initiatives and achieve milestones
5. Act as liaison with Executive Team, Leadership Team, Council, Administrative Team, etc. to guarantee project deliverables are completed on time with high quality.
6. Develop and deliver status reports, proposals, requirements documentation and presentations in both formal and informal settings to leadership and other key stakeholders.
7. Proactively manage changes in project scope, identify potential project barriers.
8. Oversee implementation of strategic planning initiatives including management of timelines, deliverables and budget.
9. Develop communication plan for internal and external stakeholders across multiple locations and provide frequent updates on strategic planning status and progress.
10. Provide consultation to Implementation Teams and Implementation Chairs regarding communication, timeline, budget, and project management tools.
11. Plan, design and lead interactive meetings to prioritize operational issues, review best practices and innovation, renew departmental vision, and identify strategic priority areas and task forces.
12. Develop and implement action plans with measurable, time-specific objectives that support DFMCH's strategic goals.
13. Establish project management tools to track continuous process improvement progress.
14. Maintain ongoing reporting mechanisms to communicate progress to DFMCH Leadership (Executive Team, Leadership Council, Administrative Team) and throughout the department.
15. Monitor work plans, implementation and progress.
16. Evaluate progress of action plan implementation through ongoing interim reports and re-assess objectives based on measured performance and desired outcomes.

Communication (30%):

1. Efficiently plan and facilitate meetings of varied participants, using standard meeting management tools and techniques (agendas, meeting roles, ground rules, minutes, action items tracking, parking lot, etc.).
2. Establish and maintain effective communications with all stakeholders using communication plans, status reports, various media resources tailored to the audience.
3. Motivate and influence DFMCH faculty and staff to take positive action and accountability for their assigned work.
4. Develop and maintain professional relationships with stakeholders and continuously seek to build new positive relationships.

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5. Work closely with the DFMCH Editors on communication activities (e.g., Annual Report, newsletters, information sheets, DFMCH in the News, folder/inserts, welcome books, brochures).

Continuous Process Improvement (5%):

1. Provide education on process improvement project management and change management techniques to DFMCH leaders, clinicians, educators, researchers, front line staff and other stakeholders.
2. Provide coaching on performance data collection and analysis methods to promote continuous improvement.
3. Maintain current knowledge of trends and issues in health care, health legislation and related topics.
4. Maintain current knowledge about organizational policies and procedures, governance structures, regulatory requirements and applicable technologies.
5. Adhere and uphold DFMCH, SMPH, UW and UW Health Missions, Visions, Values, and Service and Performance Standards that are relevant to position responsibilities.

Other responsibilities (15%):

1. Special projects as assigned by DFMCH Administrator and Chair.

ALL DUTIES AND REQUIREMENTS MUST BE PERFORMED CONSISTENT WITH THE UW HEALTH PERFORMANCE STANDARDS.

JOB REQUIREMENTS

Education	Minimum	Bachelor's degree in Nursing, Health Care Administration, Public Health, Industrial Engineering, Project Management. Master's degree preferred (experience will be considered in lieu of educational requirement)
	Preferred	
Work Experience	Minimum	Three (3) years of work experience in health care setting required
	Preferred	
Licenses & Certifications	Minimum	Valid State of Wisconsin driver's license required. Must be willing to travel for meetings
	Preferred	
Required Skills, Knowledge, and Abilities		
<ul style="list-style-type: none"> Project management experience required, with knowledge of both theoretical and practical aspects of project management techniques and tools Ambulatory operations experience preferred including exposure to electronic medical record Experience working with an academic department is preferred. Ability to quickly assimilate, assess and act upon project status changes Demonstrated experience simultaneously managing multiple complex initiatives crossing organizational boundaries Ability to think systemically and understand the implications of policies and practices Effective analytical skills in order to develop and analyze options, recommend solutions to and solve complex problems and issues Demonstrates critical thinking and problem-solving skills, with the ability to pursue desired outcomes in complexity and ambiguity Effective oral and written communication and human relation skills required Ability to develop rapport with people at all levels of the organization Strong facilitation skills and a commitment to working with teams of managers, physicians, senior leaders and other personnel Effective presentation skills and ability to generate professional, clear written communications appropriate for the intended audience Proven customer service skills with ability to work within all levels of the organization and maneuver across different organizational entities and political environments Knowledge of regulatory requirements, confidentiality standards, and health information management systems Must be able to work independently, prioritize workload to complete projects with minimal direction Computer proficiency in PC based software applications: MS Word, Excel, PowerPoint, Access 		

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- Must be energetic, forward-thinking with a positive and professional image

AGE SPECIFIC COMPETENCY (Clinical jobs only)

Identify age-specific competencies for direct and indirect patient care providers who regularly assess, manage and treat patients.

Instructions: Indicate the age groups of patients served either by direct or indirect patient care by checking the appropriate boxes below. Next,

	Infants (Birth – 11 months)		Adolescent (13 – 19 years)
	Toddlers (1 – 3 years)		Young Adult (20 – 40 years)
	Preschool (4 – 5 years)		Middle Adult (41 – 65 years)
	School Age (6 – 12 years)		Older Adult (Over 65 years)

JOB FUNCTIONS

Review the employee's job description and identify each essential function that is performed differently based on the age group of the patient.

PHYSICAL REQUIREMENTS

Indicate the appropriate physical requirements of this job in the course of a shift. *Note: reasonable accommodations may be made available for individuals with disabilities to perform the essential functions of this position.*

Physical Demand Level		Occasional Up to 33% of the time	Frequent 34%-66% of the time	Constant 67%-100% of the time
X	Sedentary: Ability to lift up to 10 pounds maximum and occasionally lifting and/or carrying such articles as docket, ledgers and small tools. Although a sedentary job is defined as one, which involves sitting, a certain amount of walking and standing is often necessary in carrying out job duties. Jobs are sedentary if walking and standing are required only occasionally and other sedentary criteria are met.	Up to 10#	Negligible	Negligible
	Light: Ability to lift up to 20 pounds maximum with frequent lifting and/or carrying of objects weighing up to 10 pounds. Even though the weight lifted may only be a negligible amount, a job is in this category when it requires walking or standing to a significant degree.	Up to 20#	Up to 10# or requires significant walking or standing, or requires pushing/pulling of arm/leg controls	Negligible or constant push/pull of items of negligible weight
	Medium: Ability to lift up to 50 pounds maximum with frequent lifting and/or carrying objects weighing up to 25 pounds.	20-50#	10-25#	Negligible-10#
	Heavy: Ability to lift up to 100 pounds maximum with frequent lifting and/or carrying objects weighing up to 50 pounds.	50-100#	25-50#	10-20#
	Very Heavy: Ability to lift over 100 pounds with frequent lifting and/or carrying objects weighing over 50 pounds.	Over 100#	Over 50#	Over 20#
List any other physical requirements or bona fide occupational qualifications:		<ul style="list-style-type: none"> • Moderate noise level consistent with an office environment • Interaction with people, working around people, planning of activities, making judgments in emergency situations, frequent changes in duties and volume of work, intra-organizational communication 		

Note: The purpose of this document is to describe the general nature and level of work performed by personnel so classified; it is not intended to serve as an inclusive list of all responsibilities associated with this position.