

UW HEALTH JOB DESCRIPTION

Sr Project Manager, System Project Management Office (SPMO)

Job Code: 300019	FLSA Status: Exempt	Mgt. Approval: M. Kleba-Buiser	Date: 5/8/2024
Department: System Project Management Office		HR Approval: D. Ripp	Date: 5/8/2024

JOB SUMMARY

The Senior Project Manager, System Project Management Office (SPMO) will apply advanced level skill in leadership and management of high-priority strategic, system transformational, or major/complex foundational and operational projects for the UW Health System. The individual plays an integral role in helping to define the future of UW Health and drives critical business initiatives by directly partnering with strategic leadership teams, senior executives, operational leaders, and providers across the enterprise. They are responsible for coordination of the overall portfolio and/or program of related work including all workstreams and related projects within the largest, most complex, highest risk, and highly sensitive initiatives. The Senior Project Manager provides leadership, without direct authority, to teams across multiple departments and partner organizations. This individual also manages and facilitates cross-functional groups, supervises external consultants, and delegates to project managers and support staff to ensure timely completion of deliverables. They prioritize work within the portfolio, manage project interdependencies, and work with oversight committees to remove barriers and ensure that overall goals are achieved.

The Senior Project Manager works autonomously to drive results, implement changes, and track the impacts of project work. They possess the ability to provide structure to highly complex, high risk, undefined work with significant interdependencies. The Senior Project Manager is responsible for assembling project teams, identifying key stakeholders/project partners, driving organizational change management, managing program risks, and tracking action items, issues, and key decisions throughout the project lifecycle. This is a highly visible position within the organization, requiring the greatest degree of professionalism, emotional intelligence, political understanding, and health care business acumen. Senior Project Managers are highly valued organizational assets and represent a respected leadership position. This system position supports all UW Health leaders and partners across the UW Health System. The Senior Project Manager may be assigned to support a particular team within UW Health or support a variety of teams on an as needed basis.

The Senior Project Manager leads development and improvement of project management standards and processes within the SPMO and across the organization. They lead process improvement projects within the SPMO. This position is also responsible for teaching project management skills and best practices for use of project management tools to a range of leaders, in addition to providing mentorship and guidance to other project managers.

MAJOR RESPONSIBILITIES

Portfolio, Program, and Project Management

1. Act as a strategic consultant/advisor to a variety of senior and mid-level stakeholders/project partners for initiative planning and implementation.
2. Oversee and maintain programs and/or a portfolio of concurrent projects with many cross-functional integration points.
3. Support, lead, and influence the formulation and delivery of strategic projects and initiatives. Drive all phases of project completion including initiation, planning, implementation, monitoring/controlling and transition/project closeout for review and input by leadership.
4. Define and develop complex project plans with multiple work streams and prioritize associated tasks.
5. Utilize project management tools and principles to drive leadership teams towards achieving specified milestones, appropriately escalating barriers affecting the initiative timeline, scope, budget and resources, or quality of outcome.
6. Anticipate and identify issues and risks, including resource constraints, to the initiative timeline, scope, budget, and goals. Develop solutions or alternative options for review with input from subject matter experts, as needed.
7. Act as a liaison between the project team and applicable departments to ensure project deliverables are completed on time and with high quality.
8. Proactively manage changes in project scope, identify potential project obstacles, and devise contingency plans.
9. Set up teams for continued success during periods of project transition.
10. Translate initiative goals into outcome-oriented project plans, including but not limited to performance metrics, risk management plans, and communication plans.
11. Establish rapport with all levels of the organization by modeling a positive team environment / culture of safety, shared goals, and utilizing creative problem-solving and negotiation to reach common ground when necessary.
12. Demonstrate ability to navigate ambiguous situations and achieve clarity.

UW HEALTH JOB DESCRIPTION

13. Understand the long-term vision of the business and the business goals to incorporate those needs into the project solution.
14. Partner with project leaders to develop project measures for success and ensure strategic alignment.
15. Promote the alignment of strategic imperatives and associated metrics to allow a 'strategic view' of organizational progress.

Communication

16. Skillfully navigate and support organizational change management to ensure engagement and adoption by end users.
17. Plan and facilitate meetings, retreats, and other organized discussions to enable leadership teams to prioritize and organize large portfolios and programs of work into achievable roadmaps and goals.
18. Develop and deliver status reports, proposals, requirements, documentation, and presentations in both formal and informal settings to project workgroups, senior leadership, and other key stakeholders routinely throughout the project lifecycle to enable informed decision-making and common understanding of value.
19. Interact with executives and C-suite individuals. Become a thought partner on projects and develop trusted relationships with internal and external stakeholders.

Facilitation

20. Efficiently plan and facilitate meetings of varied participants using standard meeting management tools and techniques.
21. Effectively choose tools for each unique situation and adapt to team needs.
22. Manage and facilitate complex decision-making processes with multiple stakeholders to reach appropriate consensus.
23. Facilitate effective and sustainable transitions to process/product/operational owners upon project completion.
24. Consult with all levels of leadership, make recommendations, and influence decisions.

Project Management Education

25. Provide education on project management processes and tools to the UW Health community. Inform development of project management education materials based on experience and professional expertise.
26. Provide project management mentorship to other project managers and leaders across the organization.
27. Mentor and coach other project managers on project management tools, techniques, and soft skills that enhance project management proficiency.

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

JOB REQUIREMENTS

Education	Minimum	Bachelor's Degree. Four (4) years of relevant project management experience may be considered in lieu of degree, in addition to the experience below.
	Preferred	Master's degree in Business Administration, Economics, Healthcare Administration, Project Management, Public Health, Industrial Engineering, Organizational Development, Health Systems Engineering, or related field strongly preferred.
Work Experience	Minimum	Five (5) years of relevant experience in a complex organization
	Preferred	<ul style="list-style-type: none"> Experience managing enterprise-wide, cross-functional projects Experience supporting a portfolio of projects Work experience in a healthcare setting or related industry Lean Six Sigma experience and/or certificate
Licenses & Certifications	Minimum	PMP, PgMP, PMI-ACP or other industry equivalent certification, or the ability to complete within six (6) months of employment, or comparable level of project management education
	Preferred	None
Required Skills, Knowledge, and Abilities		<ul style="list-style-type: none"> Advanced experience in portfolio and project management best practices Advanced ability to create work break down structure diagrams, risk management plans, stakeholder analyses, communication plans, and complex project plans Advanced ability to transform complex concepts into visuals and presentations for stakeholders to understand Business acumen with advanced level of understanding of systems and processes Hands-on, assertive, and proactive management in order to meet timelines

UW HEALTH JOB DESCRIPTION

	<ul style="list-style-type: none"> • Credible, articulate, and authoritative with expert ability to influence with impact throughout the organization • Ability to work autonomously in a complex and ever-changing environment • Ability to quickly assimilate information, assess, and act upon new concepts, trends, and initiatives • Excellent interpersonal and communication skills with the ability to interact effectively with internal and external stakeholders, including C-suite executives • Independent and critical thinker who can translate abstract concepts into actions that move the business forward • Excellent troubleshooting and escalation skills, with the ability to work under pressure and tight deadlines • Ability to build strong teams and effective relationships, and provide leadership to a variety of stakeholder groups, without having direct authority • Meticulous attention to detail and a desire to produce high quality work • Advanced change management skills and a high level of emotional intelligence and integrity • Advanced facilitation skills including meeting and retreat preparation and management • Comfortable exercising judgement using advanced analytical and problem-solving skills in range of situations from ambiguous to well-defined • Ability to maintain a high level of confidentiality • Ability to adapt to frequent changes in duties and volume of work • Advanced analytical ability to develop and assess options, recommend solutions, and solve complex problems and issues • Advanced ability to apply systems thinking, identify interdependencies and implications of change across bodies of work, and generate alignment between related initiatives and stakeholders • Advanced ability to navigate and facilitate crucial/difficult conversations in a productive and respectful manner • Oversee work of contracted project managers and ensure adherence to UW Health PM standards and expectations
--	---

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 dockets, 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	Up to 20#	Up to 10# or requires significant walking or standing, or requires	Negligible or constant push/pull of items of negligible weight

UW HEALTH JOB DESCRIPTION

	amount, a job is in this category when it requires walking or standing to a significant degree.		pushing/pulling of arm/leg controls	
	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#
Other - list any other physical requirements or bona fide occupational qualifications not indicated above:				

Commented [GSS1]: Review BRM PD as well to see if there is anything we can bring forward from there.

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.