AmplaHealth
Care to improve your life.

JOB DESCRIPTION

Position:	Operations Project Manager
Department:	Operations
Reports to:	Chief Operations Officer
FLSA Status:	Non-Exempt
Grade:	9

GENERAL PURPOSE:

Under the direction of the Chief Operations Officer (COO) the Operations Project Manager provides oversite to all Operations projects. This includes planning, organizing staff and stake holders, implementation, project control, and implementation. The Operations Project Manager leads projects as needed for Clinical Operations, IT, and WIC, and collaborates with other departments as instructed by the COO.

MAIN RESPONSIBILITIES & DUTIES:

1. **Plan the project**
   a) Define the scope of the project in collaboration with senior management.
   b) Create a detailed work plan which identifies and sequences the activities needed to successfully complete the project.
   c) Determine the resources (time, money, equipment, etc.) required to complete the project and project estimated budget.
   d) Develop a schedule for project completion that effectively allocates the resources to the activities.
   e) Review the project schedule with senior management and all other staff that will be affected by the project activities; revise the schedule as required.
   f) Determine the objectives and measures upon which the project will be evaluated at its completion.
2. **Organizing the staff and stakeholder selection**
   a) In consultation with the COO recruits all necessary staff and stakeholders with appropriate skills necessary to carry out all project activities.
   b) Facilitates stakeholders staff meetings, takes minutes, and summarize deliverables to ensure stakeholders are organized and remain on task for the duration of the project.
   c) Manage project staff and/or volunteers according to the established policies and practices of Ampla Health.

    d) Ensure that all project personnel receive an appropriate orientation to the project.

    e) Solicit qualified consultants to work on the project as appropriate and present candidates to senior management.

    f) Oversee RFP process for new projects.

3. Implement the project

    a) Execute the project according to the project plan.

    b) Develop forms and records to document project activities.

    c) Set up files to ensure that all project information is appropriately documented and secured.

    d) Monitor the progress of the project and make adjustments as necessary to ensure the successful completion of the project.

    e) Establish a communication schedule to update stakeholders including appropriate staff within Ampla Health on the progress of the project, prepare progress reports for senior management.

    f) Review the quality of the work completed with the project team on a regular basis to ensure that it meets the project standards.

4. Control the project

    a) Write progress reports on the project for senior management.

    b) Monitor all budgeted project expenditures.

    c) Monitor cash flow projections and report actual cash flow and variance to senior management on a regular basis.

    d) Manage all project funds according to established accounting policies and procedures.

    e) Ensure that all financial records for the project are up to date.

5. Evaluate the project

    a) Ensure that the project deliverables are on time, within budget and at the required level of quality.

    b) Evaluate the outcomes of the project as established during the planning phase.

6. Other duties as assigned by supervisor

QUALITIES &CHARACTERISTICS:

1) Maintains a professional relationship and positive attitude with co-workers, the public, patients and all Ampla Health's staff, Board of Directors and vendors

2) Maintains the highest professional ethics and is honest in dealing with people; is a model for all employees through his/her actions

3) Strives to learn more and is receptive to learning different ways of doing things

4) Displays enthusiasm toward the work and the missions of Ampla Health

PROFESSIONAL KNOWLEDGE, SKILLS & ABILITIES:
1. **Education and Experience**
- Bachelor's degree in Business Administration, Healthcare Administration, Public Health, Project Management or certificate of completion of Project Management and five years' experience is required.

2. **Knowledge, skills, abilities**
- Proven experience in managing complex projects up to completion (example-full implementation of EHR, EDR, etc.) is required.
- Knowledge of project management, timelines, deadlines, and follow-through on finished projects.

3. **Proficiency in the use of computers for:**
- Microsoft Office Suite
- Microsoft Visio
- Microsoft Project Management
- Proficient in GE Centricity PM/EHR or equivalent

COMMUNICATION SKILLS:

1) Communicate Effectively: Speak, listen and write clearly, thoroughly and timely using appropriate and effective communication tools and techniques.
2) Foster Teamwork: Work cooperatively and effectively with others to set goals, resolve problem, and make decisions that enhance Ampla Health effectiveness.
3) Lead: Positively influence others to achieve results that are in the best interest of Ampla Health.
4) Facilitate Decisions: Provide senior management with all the necessary information to facilitate and expedite decisions.
5) Organize: Set priorities, develop a work schedule, monitor progress towards goals, and track details, data, information, and activities.
6) Plan: Determine strategies to move the projects forward, set goals, create and implement actions plans, and evaluate the process and results.
7) Must have neat and legible handwriting
8) Must be able to interact with patients courteously and calmly
9) Ability to communicate well with the public

WORKING CONDITIONS & PHYSICAL REQUIREMENTS:

Works well with patients, co-worker and vendors in a generally comfortable environment office. Employee must possess the following physical requirements:

1) Must be able to lift up to 40 lbs. and push up to 100 lbs (on wheels)
2) Must be able to hear staff on the phones and those who are served in person, speak clearly in order to communicate information to patients, vendors, agencies and staff

3) Must have vision adequate to read memos, a computer screen, forms and documents
4) Must have high manual dexterity
5) Must be able to reach above the shoulder level to work, bend, squat and sit, stand, stoop, crouching, reaching, kneeling and twisting/turning

_____
EMPLOYEE NAME
(PRINT)

_____
EMPLOYEE SIGNATURE

_____
DATE