

MATAGORDA EPISCOPAL HEALTH OUTREACH PROGRAM (MEHOP)

JOB TITLE: Organizational Impact Manager (OIM)

CLASSIFICATION: Salaried Non-Exempt

LOCATION: MEHOP Administration Building, Bay City, TX

REPORTS TO: CEO of MEHOP

JOB SUMMARY: To provide overall project oversight and industry expertise. The Organizational Impact Manager collaboratively escalates and resolves project questions and issues, facilitates onsite requirement workshops and ensure key participants are present at said workshops.

Key Job Responsibilities:

- Oversees and assesses existing processes and workflows across various departments
- Optimizes productivity by designing, implementing and testing new procedures.
- Assembles reports to document process status and changes.
- Tracks metrics to discover areas for improvement and monitor upgrades.
- Communicates findings and proposals to upper management.
- Utilizes process simulation software to test and find the most appropriate production strategies.
- Provides thorough instructions for successful implementation of process changes.
- Conducts risk assessments.
- Assesses compliance with applicable safety and quality standards.
- Contributes to departmental efforts by accomplishing related tasks as needed.
- Leads a team

MEHOP's Organizational Impact Manager will play a large role in the creation and leadership of a MEHOP Project Management Office. A project management office (PMO) is a group or department that defines, maintains and ensures project management standards **across** an organization.

Duties of the OIM and the PMO:

- Operates as a centralized and coordinated management hub for all projects with the aim to create efficiencies among projects
- Defining and maintaining standards and the project management process across the organization
- Can either be internal or external
- Keeps documentation on projects and offers direction and key metrics in the execution of the projects under its governance
- Uses tools and data to monitor and report on active projects and foster strategic decision-making

EDUCATION:

- Bachelor's degree in engineering/business or related field (graduate degree preferred)
- Previous experience in quality or business process engineering

BENEFITS:

- Medical, Dental, Vision, Life, 401K, PTO, Paid Holidays, HSA, FSA, EAP

SALARY:

Dependent on experience and education.

Description

Selecting a project manager (PM) is one of the most important components for effective project management. While many people can master the technical skills for project management, other skills and competencies come into play. The technically competent person is not necessarily a competent project leader. Since an effective project manager needs to interact, inspire, and follow up with a wide variety of stakeholders, people skills are critical.

Core competencies for effective project managers:

- ✓ Trusted leadership
- ✓ Communication and active listening
- ✓ Facilitation and meeting management
- ✓ Task management and attention to detail
- ✓ Mediation and conflict resolution
- ✓ Negotiation
- ✓ Delegation
- ✓ Cross functional thinking
- ✓ Technical savviness (to support the use of project management tools)
- ✓ A sense of humor
- ✓ Previous experience and success with project management

Even the most effective project managers need organizational support to truly succeed in their efforts. Clinic leaders should support project managers as well as the process by making sure that the PM can leverage the following:

- Support a culture of project management

- Senior leadership “sponsor” or liaison to ensure alignment with the C-suite’s objectives and priorities
- Budget and resource (including human resources and staff time to support project activities and requirements)
- Problem/risk escalation plan that includes senior leadership to help ensure accountability and action
- Allocating administrative and scheduling support (the PM can’t necessarily manage all of the admin details!)

The project team includes the project manager and the group of individuals who work together on a project to achieve its objectives. It consists of the project manager, project management staff, the executive team “sponsor” and other team members who are maybe not directly involved with management but carry out the work related to the project. The specific roles or staff included should directly correspond with the project deliverables and workstreams of the project. Having the right team members can enhance the overall competencies of the team, improve team engagement, and heighten project performance. Team members should have clearly defined roles, responsibilities, decision-making, and accountability. Team members will also need to have access to any of the PM technology tools so that they can view and manage project tasks and activities. Team members need to be able to represent key project workstreams but also help “cheerlead” and engage staff and other stakeholders who will support the project. Team members may also lead sub-teams and workgroups that address project workstreams.

Project teams will support effective team meetings that include several key functions:

- Identifying, managing, and delegating/assigning project tasks and activities.
- Tracking project progress, performance, and evaluation of rapid testing/PDSAs
- Establishing team ground rules, encouraging participation, fostering team cohesion, and maintaining confidentiality.
- A forum to address misunderstandings, handle conflict, establish commitments, and validate communication and messaging.

Process Solver Qualifications/Skills:

- Excellent analytical and math skills
- 6 Sigma Certified
- Strong written and verbal communication skills
- Ability to persuade others to change existing practices
- Strong attention to detail
- Proven ability to identify, assess and solve problems
- Proficient with computer and information technology
- Knowledge of process engineering software systems
- Familiarity with applicable health and safety regulations

Education, Experience, and Licensing Requirements:

- Bachelor's degree in engineering/business or related field (graduate degree preferred)
- Previous experience in quality or business process engineering