Practice Operations Project Manager

Overview

The Practice Operations Project Manager supports projects and initiatives that improve the core functions of the department. They assist with improving workflows and communicating changes in practices across the agency. They help to gather, interpret and present data to help staff meet client needs in a timely and responsive manner.

Key Role Responsibilities

* Provides project support for the Senior Director of Practice Operations. Schedules meetings, plans agendas, develops meeting materials, helps to facilitate discussions, summarizes decisions and next steps, and assists in communications and planning.
* Provides process improvement support to Practice Operation teams to help them meet their goals. Includes activities such as producing detailed reports, supporting activities to streamline workflows and conduct PDSAs.
* Helps to maintain and optimize standard operating procedures (SOPs) with Practice Operations front line leaders by assisting with documentation, ensuring accuracy and helping to distribute appropriately.
* Prepares and shares timely KPI dashboards and other reporting mechanisms, including data visualizations that help the department to meet goals.
* Supports the client feedback process, coordinating with leadership on resolving feedback and documenting interactions within the incident reporting system.

Key Agency Responsibilities

*In addition to role responsibilities, each staff member of Health Care for the Homeless has the following responsibilities as a part of their employment:*

* Models and reinforces the agency core values of dignity, authenticity, hope, justice, passion and balance
* Actively participates in performance improvement and advocacy activities that support the mission
* Performs other duties on an as-needed basis
* Protects client personal health information by maintaining compliance with HIPAA and other health care related IT security regulations

Knowledge, Experience and Skills

**Formal Education and Training**

* + Associate degree required; Bachelor’s degree in Health Care Administration or related field preferred.
  + Knowledge of data hygiene and data interpretation practices
* Intermediate Microsoft Excel skills required
* Experience in Visio or similar application a plus

**Experience**

* At least one year working within an electronic health record, practice management IT system or insurance system
* Experience authenticating, interpreting and visualizing data
* Experience delivering training and/or presentations a plus
* Project management experience highly preferred
* Experience in a community or public health setting working with underserved populations is preferred

**Skills**

* Strong analytic skills; able to gather and interpret complex data and present in a meaningful, user-friendly format
* Builds rapport; takes a collaborative, flexible approach with both management and staff
* Organized and able to manage deadlines
* Strong attention to detail and organizational skills
* Able to clearly and effectively present to a wide range of audiences
* Ensures accountability and follow-through for self and others
* Learns and adapts quickly; is self-reflective

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**Health Care for the Homeless is an equal opportunity employer and is committed to racial equity and inclusion. We make a particular effort to recruit and promote Black, Indigenous and People of Color (BIPOC) for open positions. BIPOC, LGBTQIA+ individuals, people with disabilities, and people with other marginalized identities are encouraged to apply.**