

Senior Associate, Project Management

Reports To: Director, HIE Program Management

Rhode Island Quality Institute (RIQI) is a non-profit organization dedicated to improving the quality, safety, and value of healthcare in the state.

Description:

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill and/or ability required for this position. Reasonable accommodations may be made, upon request, to enable individuals with disabilities, who otherwise meet the qualifications, to perform the essential functions of the position.

Job Summary:

This position will be responsible for planning and executing projects related to the implementation of infrastructure supporting the exchange of health information among physical and behavioral health providers.

This position will require the creation and maintenance of effective working relationships with health care providers, both licensed professionals and their support staff members, as advisors and end-users of current care.

Duties include, but are not limited to:

- Leading projects on time, within scope, and on-budget.
- Managing and delivering effective technical and operations-based projects.
- Formulating and executing project plans.
- Establishing timelines and assigning required resources.

Essential Duties and Requirements:

- Serve as a liaison between the various RIQI departments, contractors, and clinicians which are involved in the development, marketing, promotion, and provision of end-user access and data exchange services.
- Execute project plans and revise as necessary to meet changing needs and requirements for providing end-user access and data exchange services.
- Assure compliance with funding obligations, deliverables, and policy and procedures.
- Assure planning and fulfillment of the staffing and contract resource requirements of the projects and on-going operations of the program. Anticipate and identify potential and/or existing concerns early and take action to get the right resources involved in addressing such concerns.

- Assist with the analysis, design, implementation, support, and maintenance of the end-user access and data exchange services.
- Communicate, interact with, and assure the coordination of RIQI departments, partners, and end-users on problems, changes, and enhancements, which may impact service delivery, data, workflow and/or functionality; provide technical advice and assistance in resolving technical problems.
- Plan and promote the on-going advancement of RIQI's currentcare HIE Services.
- Prepare budgets and exercise control over expenditures of the behavioral health information exchange program.
- Prepare project reports and documents for management and others as requested.
- Represent currentcare end-user access and data exchange to the external community.
- Perform other related duties as assigned.

General Requirements:

- Perform quality work within deadlines with or without direct supervision.
- Establish and maintain effective working relationships.
- Demonstrate the organization's values by bringing issues to the appropriate managers in a timely manner for resolution, sharing best practices among all teams, serving as a brand advocate, mentoring and leading by example to support a positive work environment, and encouraging other staff to do the same.
- Develop and maintain positive relationships with all stakeholders and assist them, as appropriate, with issues or concerns to satisfactory resolution.
- Assist with the orientation and ongoing development of new associates.
- Represent Rhode Island Quality Institute in a positive manner to all stakeholders.

Minimum Qualifications

Education and Experience

- Bachelor's degree in Technology, Computer Science, Business, Healthcare, or a related field.
- Demonstrated track record of managing multiple, concurrent technical and operations-based projects to completion.
- 5 years' work experience.

Desired Qualifications

- Experience in executing initiatives in a multi-stakeholder environment.
- Leadership skills and direct management of teams.

- Excellent oral and written communication skills. Strong analytical, writing, and presentation skills.
- Strong conflict management and critical thinking skills.
- Strong interpersonal skills and has the ability to persuade, encourage, and motivate others.
- Skill in adjusting to shifting priorities, demands, and timelines through analytical and problem-solving capabilities.
- Ability to perform as a team player.
- Ability to effectively prioritize and execute tasks in a high-pressure environment.
- Health care experience or knowledge of health care business preferred (i.e. working with hospitals, physician practices health centers, managed plans, etc.)

Licenses or Specialized Knowledge:

None

Supervisory Responsibilities:

None

Work Environment:

This position will work in normal business office conditions.

Physical Demands:

The tasks of this position are typical for working in an office environment. An associate is regularly required to perform tasks while sitting at a desk, using normal hand dexterity. Mobility is required, including standing, moving about, and sitting. Occasional travel out of the office for meetings, etc. may be required. Good vision is required, including both close and distant objects. Must be able to maintain a good attendance record.

Prepared By: Michelle L. Dexter

Date Revised: January 5, 2012

The statements contained herein reflect information necessary to describe the principle functions of this job, the level of knowledge and skill typically required, and the scope of responsibility, but should not be considered an all-inclusive listing of work requirements. Individuals may perform other duties as assigned, including work in other functional areas to cover absences or relief, to equalize peak work periods, or to otherwise balance the workload.

Rhode Island Quality Institute is an EEO/AA Employer.