



## POSITION DESCRIPTION

### Project Manager

Reports to: Chief Nursing Officer (CNO)

Status: Exempt

Supervises: No one

Effective Date: 12/16/23

#### **POSITION SUMMARY:**

The Project Manager is an integral member of the clinical operations team, providing coordination and project management on critical, complex, cross functional projects for Northwest Kidney Centers (NKC) at both the department and executive level. This position reports to the Chief Nursing Officer (CNO) and is responsible for applying broad knowledge, effective facilitation, and clear direction that leads project teams through detailed planning and implementation of projects and initiatives while juggling a number of executive team priorities and cross-functional responsibilities. Through a thorough understanding of each project's aim, timeline, milestones, and goals provides a high level of leadership and team engagement. Has the ability to effectively conceptualize and translate projects into operations. The person in this position will effectively communicate goals and priorities to stakeholders and be responsible for ensuring project deliverables are met on schedule and in alignment with budget

#### **POSITION RESPONSIBILITIES:**

1. In coordination with the CNO, executive team, clinical leaders and identified stakeholders, prioritizes initiatives identified.
2. Manages project planning, execution, and delivery, including financial analysis and issue resolution.
3. Develops and provides direct management of project plans that include objectives, timelines and dependencies, work plans, milestones, resource requirements, change management processes, and tracking mechanisms.
4. Serves as the central contact and facilitator for project initiatives and is responsible for the overall delivery of projects. Acts as the process expert, educating the team in methodologies and ensuring adherence to process framework.
5. Provides Milestone Planning and Oversight. Understands project aims, timelines milestones, and goals and ensures projects are executed successfully and completed within timeframes and according to budget.
6. Acts as an effective liaison between stakeholders as necessary to communicate objectives, priorities, and/or changes. Independently establishes and maintains positive relationships with multiple team members and fosters strong stakeholder relationships in alignment with NKC values-based behaviors.

7. Proactively, and independently designs, develops, and implements operational reports including, but not limited to monthly progress reports and data quality and management reports. May report to the Operations Committee as deemed necessary.
8. Secures commitment of necessary resources to complete projects.
9. Develops and manages budgets and financial requirements for each project.
10. Manages conflicting priorities with projects and matrixed project team members.
11. Works with a high level of autonomy to evaluate and solve problems that impact the overall success of each project, as well as other organizational initiatives.
12. Mentors' others to achieve success for each project.
13. Ensures evaluation of training needs and plans required to ensure project implementation successes.
14. Drives the implementation and enhancement of initiatives structured around NKC's strategic plan while promotion continuous improvement.

## **JOB CONDITIONS**

Must be able to communicate effectively in English over the telephone, in writing, and in person. Duties and responsibilities are typically performed in an office environment.

Physical activities require the ability to stand, walk, stoop, kneel, crouch, reach, lift; fingering, grasping, talking, hearing, and repetitive motions of hands, wrists, and fingers. Requires a high-level of hand-eye coordination.

Physical requirements include the ability to lift/move objects weighing up to twenty pounds occasionally, and up to ten pounds frequently. The individual in this position operates the phone, computer, copier, and other office equipment as required. Demonstrated skills in Microsoft Office Products and knowledge of clinical software programs are required.

## **CUSTOMER SERVICE STANDARDS**

Staff are responsible for demonstrating good customer service and professionalism.

1. **CONSIDERATION:** Greet customers promptly; show courtesy; recognize customer's needs; respect privacy.
2. **CONCERN:** Listen to customers; express appreciation, be non-judgmental; take responsibility.
3. **CONFIDENCE:** Show a positive attitude; take personal initiative; inform; educate and reassure; provide prompt follow-up.
4. **CONDUCT:** Hold appropriate conversations; maintain a professional appearance; establish teamwork; show professional competency.

## **EDUCATION AND EXPERIENCE**

- Bachelor's degree in related field of study required master's degree preferred.
- Demonstrated industry knowledge and application.

- 5+ years of Project Management experience. Project management experience includes managing project planning, execution, and delivery, including financial analysis and problem resolution.
- Requires excellent conceptualization, analytical and critical thinking skills as well as strong verbal and written communication skills. Fosters effective stakeholder relationships and ensures effective collaboration.
- Promotes a culture of diversity and inclusion. Values different ideas and opinions, and listens courageously, remaining curious with an innovative spirit.

**The above statements are intended to describe the general nature and level of work performed by people assigned to this classification. They are not to be considered as an exhaustive list of all job tasks performed by people so classified.**

## REVIEW AND APPROVAL

DocuSigned by:



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Chief Nursing Officer

12/18/2023 | 6:14 PM PST

Date