

National Initiative for Children's Health Care Quality
Position Description
Operations and Project Manager

Position Summary:

Reporting to the Chief Operations Officer, the Operations Manager will be responsible for supporting the operations functions for NICHQ, including the implementation, oversight, and improvement of several critical aspects of NICHQ business operations AND serve as a Project Manager on assigned projects to achieve stated goals and deliverables within project timeline and budget. This mid-level position is an opportunity for an enthusiastic, organized, systems thinker to expand operational experience, while also applying current skills in project management and/or specialized skills in areas such as marketing/information management/organizational development/business strategy/workflow/healthcare systems.

Operational projects may include but are not limited to the activities related to organizational strategic planning, human resources (HR), hiring and employee relations, health information technology (HIT), marketing, and knowledge management. This role will manage processes to ensure organizational strategic goals are met and progress is effectively communicated to internal staff. As a project manager, this person will work together with Project Teams to deliver quality products and results.

Position Responsibilities:

- Implements, refines and continues to update Operations Manual which includes all policies necessary for NICHQ's critical business functions, project, task and workflow definition and management, risk assessment, solution planning and implementation
- In cooperation with COO, resolves outstanding areas of concern in HR, facility, program, IT and marketing.
- Creates reports as requested regarding staffing metrics, cost, and quality.
- Develops and implements processes in HR, including maintenance and updating of job descriptions, recruitment and orientation of staff, programs for staff development (including retreats, holiday events, and training programs), orientation re: benefits.
- Serves as office manager, with responsibility for facility and space planning, interface with IT and telecommunications, and oversight of office equipment (printers, fax machines, postage meter, etc.).
- Manages all organizational meetings including monitoring schedule of meetings, development of agendas, assigning tasks to staff where appropriate, taking minutes, and ensuring next steps are communicated and carried out.
- Acts as internal resource/consultant to senior management including:
 - Conducting special studies, analyses and preparing special reports, including research as requested
 - Preparing timely reports for senior management and Board of Directors as requested by the COO
- Coordinates, prepares and reviews as appropriate and needed, regular program reports, including any organization wide publications and website content in coordination with the Marketing Manager.

- Serve as project manager on programs and projects as needed including budget and timeline development, management and execution to achieve desired results.

Requirements

- Bachelors degree required; master's degree in business administration, public health or related field preferred
- 3-5 years work experience with progressive responsibilities
- 2+ years work experience in project management
- Proficiency with office systems and computers, including Microsoft Office, PowerPoint, Excel, and website design tools
- Working understanding of non-profits; experience in healthcare and with Quality Improvement efforts preferred

Qualifications

- Detail-oriented, hands-on orientation balanced with innovation and strategic thinking
- Strong influencing, leadership and management skills
- Demonstrated ability to identify issues and propose methodological solutions, synthesize analyses and develop recommendations based on findings
- Health care experience, child health preferred
- Exceptional organizational skills, including setting priorities and schedules, and structuring and executing analyses. Creativity, critical thinking, and problem-solving skills. Sound judgment and results-orientation.
- Excellent written and verbal communication and effective interpersonal skills and communication
- Ability to function independently within a fast-paced, changing environment.
- Ability to develop timelines and meet deadlines
- Excellent customer service skills
- Ability to handle and prioritize multiple tasks
- Willing to live NICHQ's organizational values: agile, bold, child and family focus, fun, honest, learn and share, generosity, respect, teamwork, visionary