



JUNIOR PROGRAM MANGER Position Description Delaware Health Information Network (DHIN)

Organization Background

The Delaware Health Information Network (DHIN) is the nation's first statewide health information exchange. Established by statute as a not-for-profit public instrumentality, DHIN's primary mission is to facilitate the design and implementation of an integrated, statewide health data system to support the information needs of consumers, health plans, policymakers, providers, purchasers and researchers to improve the quality and efficiency of health care services in Delaware. Participation in DHIN by the health care community of Delaware is nearly universal, with expansion beyond state borders also having begun. DHIN is recognized as a national leader in the area of health information exchange.

Position Overview

Specifically, the Junior Program Manager works with stakeholders and other DHIN leaders to understand business requirements, articulate corresponding technical requirements, and generate use cases and project statements which can be turned over to the Manager of the Project Management Office for execution. The Junior Program Manager may also assist with defining requirements and writing Requests for Proposals (RFPs) for DHIN procurements. Within established policies and guidelines and under general direction and minimal supervision, the Junior Program Manager works independently to produce expected outcomes.

The Junior Program Manager exercises responsibilities and skill sat SFIA level 4:

Autonomy	Works under general direction within a clear framework of accountability. Exercises substantial personal responsibility and autonomy. Plans own work to meet given objectives and processes.
Influence	Influences customers, suppliers and partners at account level. May have some responsibility for the work of others and for the allocation of resources. Participates in external activities related to own specialism. Makes decisions which influence the success of projects and team objectives.
Complexity	Work includes a broad range of complex technical or professional activities, in a variety of contexts. Investigates, defines and resolves complex issues.
Business skills	Selects appropriately from applicable standards, methods, tools and applications. Communicates fluently, orally and in writing, and can present complex information to both technical and non-technical audiences. Facilitates collaboration between stakeholders who share common objectives. Plans, schedules and monitors work to meet time and quality targets. Rapidly absorbs new information and applies it effectively. Maintains an awareness of developing technologies and their application and takes some responsibility for driving own development.

The ideal candidate will be prepared to step outside of traditional job boundaries to meet the needs of the moment in support of the DHIN mission, and therefore must be flexible and adaptable to changing circumstances. A strong work ethic and ability to work well within a team are essential. The ideal candidate must have strong computer skills and excellent verbal and written communication skills, be exceedingly well organized, attentive to detail, flexible, proactive, resourceful and efficient, and must remain poised and composed under pressure and maintain utmost confidentiality and professionalism in handling protected health information and information which is proprietary and confidential to DHIN's vendors and technology partners. DHIN seeks candidates who are committed to lifelong learning and growth.

The position is primarily located at the DHIN headquarters in Dover, DE. However, following a period of orientation, a great degree of flexibility in work hours and location are possible. Many of DHIN staff work from home one or more days each week.

Scope of Work:

Principle Duties and Responsibilities

- Coordinates internal and external groups of identified projects and discovery rather than manages individual projects themselves.
- Engages with key DHIN stakeholders/partners on their needs and initiates Discovery efforts to define and document their requirements.
- Captures the business requirements and use cases behind new program initiatives through collaboration with DHIN stakeholders and DHIN leaders charged with business development and business modeling (COO and CFO).
- Works with community participants to document current clinical data flows and work flows.
- Identifies the project life cycle deployment, provides and updates the project roadmap, and assesses the impact of the deployment on quality, costs, resources, scope and time.
- Develops detailed project statements, deliverables, timelines, work breakdown structures, and use cases as necessary for all project assignments that meet DHIN's business objectives.
- Defines project scope, schedules, budget, and quality metrics to initiate project statements for project teams.
- Defines project scope, expectations, status, and provides follow-up with the stakeholders.
- Assesses DHIN and stakeholder resources and schedules for project/program implementation.

- Identifies and tracks project risks and issues in Discovery, documents requirements for project remediation, and ensures the sequencing of projects is appropriate at the program level.
- Responsible for working with the lead process owner (e.g., lead user of DHIN's systems, business development, provider relations, etc. who have a solid understanding of DHIN's users) to identify cross-project requirements and ensure that they are broken down into team-level use cases that can be easily understood by the PMO to initiate projects.
- Provides objective advice and support with the aim of creating value, driving program work, and delivering results to business expectations.
- Adheres to established program and project delivery through applied standards and industry best practices to ensure the overall program goals are being achieved.
- Assesses current DHIN functionality to model against future DHIN initiatives and best practices.
- Deconstructs a proposed solution down to the base level to ensure requirements alignment and process impact.
- Defines and documents process flows in accordance to ITIL best practice. Generates process documentation and flow diagrams to assess their relevance to upcoming business initiatives and industry standards.
- Defines and documents requirements for SOWs, cost components, and project prioritization during fiscal year planning.
- Develops requirements documentation and Requests for Proposals (RFP) that lead to the selection of a technology solution or a technology vendor.
- Ensures that solutions are well researched, planned, and documented to industry best-practices and DHIN's strategic road map in order to achieve successful outcomes as measured by user experience and impact to clinical, business, and operational goals.
- Provides meeting management and minutes through definition of meeting purpose, designation of action items, and follow-up of outcomes expected.
- Works with the DHIN stakeholders/vendors to identify and solve project issues.

Supervision Received

- The position reports to the Senior Program Manager

Supervision Exercised

- None

Job Impact

- Work performed in this position impacts thousands of users of the DHIN system across the entire state of Delaware and into bordering states.
- Budget impact of this position is moderate
- Timeline of work assigned is typically <however long the typical work assignment is weeks to months.

Key Competencies

The following are the minimal knowledge, skills, and abilities which the Junior Program Manager must possess:

- Basic understanding of healthcare processes and workflow and how they relate to successful implementations of healthcare technology.
- Knowledge of HL7 standards
- Knowledge of the IT service management lifecycles and the ITIL framework of best practices.
- Knowledge of the Project Management Body of Knowledge
- Ability to define and document business, technical and/or system requirements, process/work flows, project risks, and mitigation strategies.
- Ability to articulate and explain highly technical data and information in non-technical terms for end users of complex IT systems and project initiatives.
- Ability to edit highly technical documents involving IT software and hardware systems and networks.
- Ability to gather required data and inputs to create written narrative and graphical documents of a technical and business nature, ensuring correct grammar, format, style, and logic while using a variety of word processing, spreadsheet, graphics, presentation, and scheduling tools.
- Highly proficient in the use of Microsoft Office software suite, including advanced features of Word.
- Skilled in use of flow charting software, such as Visio.
- Demonstrated leadership capabilities in technical, verbal, and written communications to a diverse group of stakeholders.
- Demonstrated ability to facilitate business, technical and/or project management meetings and mediate among stakeholder groups and individuals to resolve conflicts and disagreements.
- Strong organizational, presentation, and customer service skills.

Qualifications

The successful candidate will possess the following experience and credentials:

- Bachelor's degree (Master's degree preferred) in computer science, information technology, or equivalent work experience. Others with the commensurate skills and adaptability will be considered.
- PgMP (Program Management Professional) or PMP (Program Management Professional) Certification.
- All DHIN employees are expected to be certified in ITIL Foundations, or commit to becoming certified within the first year of employment. This is a condition of employment.
- Minimum of 3 years experience in project management or program management.
- Minimum of 3 years' experience in coordinating and/or supporting IT business processes.
- Minimum of 3 years' experience in managing budgets.

Interested parties should send resume and cover letter to careers@dhin.org or visit www.dhin.org.