



## Project Manager 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 Project Manager plays a critical role by serving as the lead for all assigned project initiatives and will integrate with all DHIN teams, DHIN stakeholders and technology vendors. Projects are typically IT integration but are shifting towards projects requiring software development and customization. The PM has no positional authority, and must be able to create and sustain cooperative voluntary relationships between the project participants.

The Project Manager exercises responsibilities and skills at 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. Collaborates regularly with team members, users and customers. Engages to ensure that user needs are being met throughout.
Complexity	Work includes a broad range of complex technical or professional activities, in a variety of contexts. Investigates, defines and resolves complex issues.
Knowledge	Has a thorough understanding of recognized generic industry bodies of knowledge and specialist bodies of knowledge as necessary. Has gained a thorough knowledge of the domain of the organization. Is able to apply the knowledge effectively in unfamiliar situations and actively maintains own knowledge and contributes to the development of others. Rapidly absorbs new information and applies it effectively. Maintains an awareness of developing practices and their application and takes responsibility for driving own development.

Business skills	<p>Communicates fluently, orally and in writing, and can present complex information to both technical and non-technical audiences.</p> <p>Plans, schedules and monitors work to meet time and quality targets.</p> <p>Facilitates collaboration between stakeholders who share common objectives.</p> <p>Selects appropriately from applicable standards, methods, tools and applications.</p> <p>Fully understands the importance of security to own work and the operation of the organization. Seeks specialist security knowledge or advice when required to support own work or work of immediate colleagues.</p>
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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*

- Complete all required documentation included in the Project Management Methodology to maintain accurate records of project and portfolio activities.
- Serve as a resource for other staff to identify and resolve problems.
- Develop or update project plans for IT projects, to include project objectives, scope, technologies, systems, specifications, schedules, funding, staffing and deliverables.
- Monitor and track project milestones and deliverables.
- Effectively manage project scope by ensuring any changes in scope are documented and approved, using accepted change management procedures.
- Resolve or escalate critical issues, change, problems, or delays to the project's executive sponsor and DHIN management.
- Develop and manage work breakdown structure (WBS) of IT projects to estimate effort required for each task.
- Submit project deliverables, ensuring adherence to quality standards.

- Prepare weekly project status reports documenting project status, escalations, any slippage of dates, risks and mitigations, and other key project metrics.
- Establish and execute a project communication plan, to include regular project meetings; set and manage expectations by strong communication and by escalating issues and changes when appropriate.
- Act as mediator between stakeholders, DHIN team members, and vendor(s).
- Ensure satisfactory transfer of control of project upon completion (handoff), and close all project documentation and archive appropriate records.
- Develop “lessons learned” documentation.
- Document a minimum of three key measurements of success for the project, to include a customer satisfaction survey.
- Functions as a practitioner of continuous service improvement (Stage 5 of the IT Service Management Lifecycle). Functions in this role at SFIA Level 4 -- Assists projects, functions or teams in planning the quality management for their area of responsibility. Assists in the development of new or improved practices and organizational processes or standards. Facilitates localized improvements to the quality system or services.

#### ***Additional Duties***

- Remains current with DHIN policy and processes applicable to their role.
- DHIN staff is expected to be able to cross cover for one another as needed.
- Works in a manner that promotes a healthy and safe work environment.
- Works in a manner that promotes DHIN’s Core Values.
- Upholds DHIN, Federal and State regulation regarding privacy and security of protected health information.

#### ***Supervision Received***

- The position reports to the Senior Project Manager.

#### ***Supervision Exercised***

- The position has no direct reports, but exerts strong influencing skills.

#### ***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 4-6 months with exceptions.

#### ***Key Competencies***

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

- Thorough understanding (both practical and theoretical) of Project Management Body of Knowledge (PMBOK) Discipline
- Thorough understanding of project management phases, techniques and tools:
  - Initiate

- Prepare (definition/scope/requirements)
- Execute & Control (scope, work plans, resources, deliverables, QA, transition planning, etc.)
- Close (Completion and assessment)
- Demonstrated ability to apply rigorous project management methodologies while remaining flexible and responsive to changing conditions
- Profound understanding of the needs of stakeholders and the impact on end users
- Demonstrated ability to facilitate meetings and mediate among stakeholder groups and individuals to resolve conflicts and disagreements.
- Demonstrated ability to establish and maintain effective relationships and partnerships with key stakeholders
- Strong interpersonal, communication, facilitation, and presentation skills
- Strong analytical and problem solving skills
- Ability to work independently and with minimal supervision
- Demonstrated ability to work effectively in a small team setting
- Ability to prioritize and organize work effectively and under pressure.
- Comfortable establishing and managing plans, which include pooling multiple resources and preparing for the unknown.
- Organized, resourceful, and proficient at effectively multitasking to ensure competing priorities are addressed in a timely and efficient manner.
- Self-starter who pays extreme attention to detail and strives for excellence.

## Qualifications

The successful candidate will possess the following experience and credentials:

- Bachelor's degree in a related field is required. A candidate without a degree but equivalent work experience will be considered in exceptional circumstances.
- Evidence of formal training in project management; Project Management Professional (PMP) certification is preferred
- At least five years of project management experience, with emphasis on experience in IT integration projects. Experience in health IT and knowledge of HL7 is a plus, but is not required.
- Experience managing multiple projects simultaneously in a matrixed environment is preferred
- Proficiency in the use of technology to support work activities e.g., expertise in Microsoft Project, Microsoft Office Professional software package; proven ability to develop charts and graphs to summarize information for reporting purposes.
- 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.
- A strong work ethic and ability to work well within a team are absolute musts.
- High degree of professionalism and personal qualities of integrity, credibility and a commitment to the mission of DHIN.

Interested parties should send resume and cover letter to [careers@dhin.org](mailto:careers@dhin.org) or visit [www.dhin.org](http://www.dhin.org).