

CITY OF HAMILTON

PUBLIC HEALTH SERVICES **(PLANNING & BUSINESS IMPROVEMENT DIVISION – STRATEGIC PROJECTS & SERVICES – 110 KING STREET WEST, 2nd FLOOR)**

PROJECT MANAGER, CONTINUOUS IMPROVEMENT (PHS) – CUPE 1041

SUMMARY OF DUTIES

Reporting to the Manager, Strategic Projects & Services, the Project Manager is responsible for managing projects and is accountable for ensuring that project management duties are delivered through the effective and efficient use of financial and internal and external human resources.

The primary focus for this position is the implementation of the OSCAR electronic health record (EHR), with other strategic assignments as required to support Public Health Services.

Managing projects in a variety of staff resource configurations, or working as a sole contributor, the Project Manager is accountable for ensuring that assigned projects are delivered with due consideration to the identification and control of project scope, schedule, cost and the management of associated risks. The Project Manager provides leadership, guidance, technical competence, innovative problem solving, and achieves results through effective teamwork.

The Project Manager uses a “best practices” approach in seeking new methods, systems, research and analysis to support continuous improvement in the delivery of services provided by Public Health Services.

The Project Manager investigates and recommends innovative/creative policies and business processes for improving organizational effectiveness and efficiency.

GENERAL DUTIES

Manage specific projects and investigative assignments such as business process reviews, process improvements or re-engineering, implementation of software to support re-designed business processes, cost-benefit analyses, benchmarking studies, assessment of service delivery compliance with legislated standards, accreditation, training and employee development program, department’s performance measurement and monitoring frameworks.

Define and document project requirements and develop the project charter, scope, deliverables, timelines, resource requirements, and identify project risks. Confirm and secure funding and commitment from the project sponsor, stakeholders and project team members.

Responsible for project plan development and project resource planning along with the following:

- identification of project tasks
- estimated costs
- project schedules
- milestones and budget
- identification of project resources and skill requirements
- recruit project staff, coordinate and assign work
- determine allocation of financial resources to project tasks

Promote teamwork and provide direction to cross-functional teams, provide clearly defined goals and objectives, provide advice to staff on project issues and problem resolution. The project team may involve external stakeholders

Negotiate with vendors and contractors for supply of services.

Prepare oral and written presentations to management and Board of Health and report regularly on the status of projects, milestone achievement, fiscal status, change and risk management. Prepare recommendations and outline preferred course of action. Prepare written reports to funders as required.

Administer and monitor the budget for projects in accordance with established Corporate and Public Health Services' procedures, ensuring that project expenditures are within budgeted levels.

Conduct project evaluations. Evaluate project success and submit process improvement recommendations to manager.

Identify project assets and barriers and prepare background research.

Prepare Requests for Information (RFI) and Requests for Proposals (RFP) to access external expertise when required. Prepare letters of agreement with external consultants and manage contracted work.

Maintain professional competence in the discipline of project management.

Work in accordance with the provisions of applicable Health and Safety legislation and all City of Hamilton corporate and departmental policies and procedures related to Occupational Health and Safety.

Perform other duties as assigned by the Manager, which are directly related to the normal functions of the job as defined.

QUALIFICATIONS

1. Demonstrated competence in project management, process improvement, business planning, business analysis, fiscal management, performance measurement and evaluation, normally acquired through a degree in business, or public administration, or related experience or related discipline pertinent to the job functions combined with project management experience.
2. Knowledge and experience in eHealth and electronic health record applications an asset.
3. Knowledge and/or experience in the relevant public health field.
4. Excellent written and verbal communication skills, facilitation skills and presentation skills.
5. Experience in team leadership and mentorship, with highly developed negotiation and conflict resolution skills.
6. Proven organizational skills and the ability to work with very tight deadlines and competing priorities.
7. Progressive experience in project management in a unionized public or private sector organization.
8. Project Management designation an asset.
9. Competence with the current suite of Microsoft productivity tools, including PowerPoint, Excel and Word. Familiarity with Visio, Microsoft Project, web-based and statistical software and applications an asset. Progressive work experience / knowledge with technology and databases.

NOTE:

The successful candidate will be required to provide immunization records, which may include TB testing prior to the start of employment to meet the requirements of the Staff Immunization and Surveillance Policy and Procedure.