

BAYSHORE HOME HEALTH JOB DESCRIPTION

TITLE: Project Manager

EFFECTIVE DATE: March 2014

LAST REVISION DATE: March 2014

SUPERVISOR: Manager, Peoplesoft & Integration

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JOB SUMMARY

The Project Manager (PM) is a proactive coordinator within Information Systems that partners with the branch and NSC users, using a team approach to move Bayshore Home Health forward in meeting its business objectives through the use of technology. This includes working on agreed priorities, following through all stages of the Systems Development Life Cycle (SDLC), and provides a comprehensive approach to implementation of related applications with emphasis on the betterment of client care, customer service, improved efficiency, improved quality and optimal use of resources. The role of the PM is to plan, execute, and finalize projects according to strict deadlines and within budget. This includes working with offshore vendor resources and coordinating the efforts of team members and third-party contractors or consultants in order to deliver projects according to plan. The PM will also define the project's objectives and oversee quality control throughout its life cycle.

DUTIES AND RESPONSIBILITIES – PROJECT MANAGER

- Define project scope, goals and deliverables that support business goals in collaboration with senior management and stakeholders;
- Effectively communicate project expectations to team members and stakeholders in a timely and clear fashion;
- Liaise with project stakeholders on an ongoing basis;
- Set and continually manage project expectations with team members and other stakeholders;
- Plan and schedule project timelines and milestones using appropriate tools;
- Track project milestones and deliverables;
- Determine the frequency and content of status reports from the project team, analyze results, and troubleshoot problem areas;
- Define project success criteria and disseminate them to involved parties throughout project life cycle;
- Conduct project post mortems and create a recommendations report in order to identify successful and unsuccessful project elements;
- Develop best practices and tools for project execution and management;
- Estimate the resources and participants needed to achieve project goals;
- Draft and submit budget proposals, and recommend subsequent budget changes where necessary;
- Where required, negotiate with other department managers for the acquisition of required personnel from within the company;
- Determine and assess need for additional staff and/or consultants and make the appropriate recruitments if necessary during project cycle;
- Direct and manage project development from beginning to end;
- Develop full-scale project plans and associated communications documents;
- Delegate tasks and responsibilities to appropriate personnel;
- Identify and resolve issues and conflicts within the project team;

- Identify and manage project dependencies and critical path;
- Develop and deliver progress reports, proposals, requirements documentation, and presentations;
- Proactively manage changes in project scope, identify potential crises, and devise contingency plans;
- Coach, mentor, motivate and supervise project team members and contractors, and influence them to take positive action and accountability for their assigned work;
- Build, develop, and grow any business relationships vital to the success of the project;

DUTIES AND RESPONSIBILITIES – GENERAL

- Complies with all Bayshore Policies and Procedures, as well as external privacy legislation (eg. PHIPA, PIPEDA);
- Maintains confidentiality of client and corporate information and discuss same only with appropriate Bayshore personnel;
- Completes other tasks as requested.

REPORTING RELATIONSHIPS

The PM reports directly to the Manager, Peoplesoft & Integration.

QUALIFICATIONS

Education

- College or University degree / diploma in Health Informatics, System Analysis, Computer Science/ Information Systems, or Business Administration is required;
- Evidence of further training and certifications in project management, including current PMP status is highly desirable.

Experience

- 5 years direct work experience in a project management capacity, including all aspects of process development and execution;
- Strong familiarity with project management software, such as Microsoft Project, MS Excel;
- Database, middleware and operating systems experience with Microsoft family of products;
- Competent and proficient understanding of platforms, such as Peoplesoft FSCM, SQR, web services, and SQL
- Billing Module implementation experience, would be an asset
- Technology background, preferably in the Finance and health care environment;
- Demonstrated experience in delivering systems projects on time and within budget;
- Technically competent with office productivity software such as Microsoft Office.

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JOB DESCRIPTION – DECISION SUPPORT ANALYST

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Other Skills and Abilities

- Experience at working both independently and in a team-oriented, collaborative environment is essential;
- Can conform to shifting priorities, demands and timelines through analytical and problem-solving capabilities;
- Reacts to project adjustments and alterations promptly and efficiently;
- Flexible during times of change;
- Ability to read communication styles of team members and contractors who come from a broad spectrum of disciplines;
- Persuasive, encouraging, and motivating;
- Ability to elicit cooperation from a wide variety of sources, including upper management, clients, and other departments;
- Ability to defuse tension among project team, should it arise;
- Ability to bring project to successful completion through political sensitivity;
- Strong written and oral communication skills;
- Strong interpersonal skills;
- Adept at conducting research into project-related issues and products;
- Must be able to learn, understand, and apply new technologies;
- Customer service skills an asset;
- Ability to effectively prioritize and execute tasks in a high-pressure environment is crucial;
- Flexibility to put in extra time when required by deadlines or system problems;
- Tenacious - a self-starter and able to work on own initiative;
- Strong quality focus;

STANDARDS OF PERFORMANCE

The PM must demonstrate ongoing competency in completing all duties and responsibilities of this job description, as well as agreed upon specific goals and objectives.

POSITION AGREEMENT

I have received a copy of the Project Manager job description. I understand the performance expectations of this position and agree to carry out the duties and responsibilities to the best of my ability. I understand that the job duties may change as the needs of the business change. I further agree to notify the Supervisor, if at any time, I feel that I am unable to complete any of my job duties in an effective and timely manner.

Project Manager
Name

Project Manager
Signature

Date

SUPERVISOR AGREEMENT

I have reviewed all aspects of the Project Manager position with the employee and have provided answers to all questions. I agree to notify the Project Manager, if at any time, duties and responsibilities are changed or are not being carried out as expected and as well, to jointly develop appropriate corrective plans.

Supervisor or Designate
Name

Supervisor or Designate
Signature

Date