

Project Manager- Monroe County Community Integration Initiative, Systems Integration Project

Position Summary (Exempt)

The Systems Integration Project (SIP) is an initiative to develop and implement improved, person-centered service delivery for individuals who are vulnerable or living in poverty. A key component of this work is the redesign of the current service delivery model, including, designing and implementing new workflows, strategies and tools that allow service providers across health, human services and education to work together in a more coordinated fashion.

SIP has been selected by Monroe County to design and implement the Department of Human Services (DHS) Community Integration Initiative (CII), which will transform how DHS services are delivered across our community. By engaging with SIP, the future-state of DHS will be created with the pervasive input of impacted community members, community service providers, and DHS staff leveraging the practices of collaborative community engagement and human-centered design. Further, SIP recognizes the services provided by DHS are part of a larger delivery system that should provide integrated cross-sector support enabling a person's transition from crisis to stable to thriving. By partnering with SIP on this effort, DHS will be fully aligned and immersed in the wider community's vision and activities aimed at improving the health and economic wellbeing of individuals and families, especially individuals who are vulnerable or impacted by poverty.

On a day to day basis, the CII Project Manager will be responsible for partnering with DHS staff, community members, and service providers to identify and manage requirements, design and pilot potential "to-be" solutions that transform DHS operations, based on the input and needs of the community. The ideal candidate will have past experience project managing a business transformation. The role will include overall management, planning, evaluation, communication, coordination, and requires exceptional interpersonal skills and a sense of ownership. Keys to success include: Building community trust, use of Human Centered Design mindset and tools, and collaboration with subcontractors including The American Public Human Services Association (APHSA) and Design Management Institute (DMI).

Essential Functions

The CII Project Manager reports to the SIP Assistant Director.

Integrated Service Delivery Design and Implementation:

- Lead cross-functional teams to design, prototype, pilot and implement integrated workflows in support of the CII
- Oversee prototype and pilot implementation and improvements
- Ensure documentation of cross-sector workflows, policies and procedures
- Plan and prepare for training and technical assistance
- Create roadmap and prepare stakeholders for implementation at scale
- Build and leverage subject matter expertise in Human Centered Design principles and practices
- Be a thought leader by bringing systems thinking and design thinking to redesign processes and interactions

Project Management

- Under the direction of the Assistant Director, plan and execute a detailed project workplan (milestones, deliverables, activities) that meets the goals and targets outlined by the proposal and contract
- Establish a communication plan and collaborate with SIP Communications Lead to implement
- Proactively manage issues, risks and facilitate continuous improvement
- Foster trust, shared accountability and transparency across the project and drive progress towards completion of Project milestones

Maintain SIP Culture

- Ensure SIP activities and actions reflect SIP cultural priorities: Be Transparent, Be Accountable, Be Community Focused, Be Agile, and Be Respectful and Listen.

Perform Other Duties as Assigned

Skills and Competencies

- A track record of leading process improvements by partnering with operations and supporting functions, working with them to identify opportunities, develop solutions and implement agreed upon continuous improvement alternatives
- Successful track record of managing multiple projects at the same time
- Experience and passion for facilitating groups through various types of discussions including planning and status meetings, issues management and consensus building sessions
- Experience working with design thinking and/or human centered design
- Ability to train team members and project stakeholders in process improvement techniques
- Ability to think and problem solve at a systems level, as opposed to only on a program or organizational delivery level (e.g., identify strategies focused on increasing coordination or filling gaps in service)
- Dedication to improving outcomes for community members
- Experience working with stakeholder groups that are diverse in their culture, ethnicity, socio-economic status, and other experiences
- Strong communication and interpersonal skills
- Proactive, inquisitive, positive, and collaborative
- A team player with a hands-on mentality and a 'no task is too small' attitude
- Ability to work independently; self-starter

Travel

Some travel- local during the business day

Required Education and Experience

- Bachelor's Degree or demonstrated capability to perform job responsibilities with an equivalent combination of education and/or relevant experience
- 10 or more years of experience working in the field of project management/product development experience in Healthcare, Human Services and/or Education
- Strong computer skills including proficiency with MS Office Suite, Visio and/or other process mapping software

Preferred Education and Experience

- Project Management Professional (PMP) is strongly desired
- Experience managing a client-facing, direct service program for a state, local, or federal agency or non-profit organization is a plus

This is a grant funded position. Employment is through the fiscal agent, United Way of Greater Rochester and the Finger Lakes.

In support of the ADA, this job description lists only the responsibilities and qualifications deemed essential to the position. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

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