BHDS Clinician III –
Human Services Project Manager #02140
City of Virginia Beach – Job Description
Date of Last Revision: 07-07-2017

FLSA Status: Exempt         Pay Plan: Administrative         Grade: 12

City of Virginia Beach Organizational Mission & Values
The City of Virginia Beach exists to enhance the economic, educational, social and physical quality of the community and provide sustainable municipal services which are valued by its citizens. The City of Virginia Beach organization is based upon a belief in the democratic process of government. This belief provides meaningful ways for citizens, reflecting the diversity of our City, to contribute to the development of public policy. This process is enhanced by organizational values which guide member performance within the Virginia Beach Quality Service System. These Values define our desired organizational culture. We value quality customer service; teamwork; leadership and learning; integrity; commitment; and inclusion and diversity.

Class Summary
Perform complex systemic planning for technology services as it relates to clinical services delivery. The Clinical Project Manager seeks to design, plan, and execute tasks for systems and services to improve clinician interaction with health information technology.

Representative Work Functions and Responsibilities
Use knowledge of healthcare, information systems, databases and information technology security to perform complex planning, execution, budget management and testing of clinical technology projects.

Interface with clinical staff at all levels to determine overall needs and technical requirements to improve customer’s clinical experience.

Designs, models and analyzes improvements that may cross multiple types of clinical care or clinical technology systems such as EHRs, telehealth and other software. Recommend and design best practice solutions to identified requirements. Identify potential risks, opportunities, and issues of importance related to plans and communicate to leadership as appropriate.

Act as the central point of contact. Gather system requirements and collaborate with other departments, as necessary, on the scheduling, selection, implementation, and testing of clinical solutions; may include soliciting information from vendors and researching alternatives.

Coordinate staff, resources and testing of systems, workflows and business practices to ensure clinical staff are able to function more efficiently and effectively. Respond to operational issues and information requests within defined areas of responsibilities. Work with management, clinical staff, and administration to determine requirements and constraints for clinical functionality in varied environments, including field work, office settings, remote work, and itinerant offices.

Gains cooperation of others, conducts presentations of project information, initiatives and improvements. Schedule and facilitate necessary meetings to drive projects from inception to delivery. This will entail working with various levels of clinical staff that have different levels technical experience.
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Responsible for project deliverables and outcomes. Ensures that deliverables meet the original specifications and that strategic initiatives identified by the department are met.

Write timely progress reports, with actionable metrics, and communicate to all stakeholders. Review and maintain schedules and budgets to ensure initial estimates are met. Create and document implementation plans, outcomes, and other documents as appropriate.

Enhance professional development to incorporate new behavioral technologies in rendering client care.

Perform other job duties requiring skills, knowledge and physical requirements as demanded by those duties described or less. Individual assignments will be determined by the supervisor based on then current workloads and department needs.

**Performance Standards**

Effectively directs or explains the appropriate/needed technical information to management and junior staff; thoroughly reviews technical documentation for specifications, identifies clinical and technical dependencies; effectively interfaces with other City and vendor personnel; provides thorough and regular status reports in a timely fashion; triage competing priorities; effectively conducts meetings with stakeholders as needed; makes thorough presentations when requested; thoroughly researches alternative means and processes for improving clinical business practices; meet expectations on time and within budgeted guidelines; anticipate issues and develop resolutions. Works directly with Clinical Staff to evaluate project outcomes; work to ensure seamless clinical and technical optimization of HSD strategic goals.

**Minimum Qualifications**

Requires any combination of education, Bachelor’s degree in Business Administrations, Project Management or Computer Science, and PMP certification and/or experience with clinical/health informatics equivalent to 9 years.

May be required to have, or obtain, a current and valid Virginia or North Carolina driver’s license in accordance with Virginia or North Carolina DMV driver’s license eligibility requirements.

**Preferred Qualifications**

Master’s Degree Programs in Management Information Systems or Project Management related field and any of the following certifications:

- Project Management Institute Agile Certified Practitioner (PMI-ACP)
- Project Management Institute Professional Business Analysis (PMI-PBA)

This description is intended to indicate the kinds of tasks and levels of work difficulty that will be required of positions that will be given this title and shall not be construed as declaring what the specific duties and responsibilities of any particular position shall be. It is not intended to limit or in any way modify the right of any supervisor to assign, direct, and control the work of employees under his or her supervision. The use of a particular expression or illustration describing duties shall not be held to exclude other duties not mentioned that are of similar kind or level of difficulty.
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**Special Requirements**
All employees may be expected to work hours in excess of their normally scheduled hours in response to short-term department needs and/or City-wide emergencies.

Must be available to work evenings, weekends, holidays, and overtime when required to meet operational needs.

Alpha I Status: Positions within this class have been designated as Alpha I positions requiring employees to work during inclement weather, regardless of the City’s operational status.

**Knowledge-Skills-Abilities Required to Perform Satisfactorily**

A. **Knowledge**
   1. Knowledge of project management in clinical environments.
   2. Knowledge of one or more philosophies such as LEAN, Agile or Six Sigma.
   3. Knowledge of State policies and federal regulations such as HIPAA and 42 CFR, Part 2
   4. Knowledge of PMBOK or other project management methods.
   5. Knowledge of latest information technology trends in operating system, applications and
   6. Knowledge of technology trends in healthcare, HIE, interoperability and cybersecurity

B. **Skills**
   1. Skill in risk mitigation options.
   2. Skill working in cross functional environments.
   3. Skill in writing clearly and succinctly.
   4. Skill in analytical, critical and logical reasoning
   5. Skill in Microsoft Project, Excel and SharePoint.

C. **Abilities**
   1. Ability to respond to ad hoc requests in high profile and rapidly changing environment.
   2. Ability to develop and maintain effective rapport.
   3. Ability to handle sustained mental stress.
   4. Ability to work with little to no supervision.
   5. Ability to adapt, improvise and complete the objectives with sound judgment
   6. Ability to resolve conflict with internal staff and external departments or vendors
   7. Ability to maintain and pervade excellent organizational skills
   8. Ability to own the integrity of project from initiation to completion.

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Working Conditions
The below stated working conditions are intended to provide a general overview of the environmental conditions inherent in the job setting, as well as the physical, mental, and sensory requirements necessary to perform the essential functions of positions in the noted job title. A more detailed description will be made available at the position (PCN) level.

NOTE: Per HR Policy 6.19, Americans with Disabilities, the City follows the requirements of the Americans with Disabilities Act (ADA) in all hiring and employment decisions. The City shall not discriminate on the basis of disability in its hiring and employment practices. The City shall make reasonable accommodations for the known physical or mental limitations of a qualified applicant or employee with a disability upon request unless the accommodation would cause an undue hardship on the operation of the City’s business.

Physical Requirements: Physical refers to the requirement for physical exertion and coordination of limb and body movement.

Requires sedentary work that involves walking or standing some of the time and involves exerting up to 10 pounds of force on a regular and recurring basis and routine keyboard operations.

Mental Requirements: Mental refers to the degree that the job involves cognitive activities, and use of mental processes.

Performs professional level work requiring the application of principles and practices of a wide range of administrative, legal, social, medical, scientific or managerial methods in the solution of administrative, legal or medical problems; may require continuous, close attention for accurate results or frequent exposure to unusual pressure.

Environmental Conditions: Environmental refers to job conditions inherent to the job setting, including those that may lead to injury or health hazards even though precautions have been taken.

This position may risk exposure to communicable diseases including blood and airborne pathogens.

Sensory Requirements: Sensory refers to hearing, sight, touch, taste, and smell required by the job.
This job requires normal visual acuity, and field of vision, hearing, and speaking.

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