



Title: Manager of PMO Services

Reports to: Senior Director, Operations

Classification: Manager

Job description revision number and date: v3; 4/22/2022

Summary:

Community Care Cooperative (C3) is a 501(c)(3) non-profit, Accountable Care Organization (ACO) governed by Federally Qualified Health Centers (FQHCs). Our mission is to leverage the collective strengths of FQHCs to improve the health and wellness of the people we serve. We are a fast-growing organization founded in 2016 with 9 health centers and now serving hundreds of thousands of beneficiaries who receive primary care at health centers and independent practices across Massachusetts. We are an innovative organization developing new partnerships and programs to improve the health of members and communities, and to strengthen our health center partners.

Job Summary:

The Manager of PMO Services is responsible for managing priority projects based on strategic or operating importance to the organization and participating FQHCs and Affiliated Participating Providers (APPs) as applicable as well as oversight of the Project Management team. This will include projects to implement new products and services, optimize our model of care, improve business operations, and leverage the shared value of FQHCs and Affiliated Providers. In addition, the Manager of PMO Services will have project management responsibility for other initiatives and innovations at the organization and across participating FQHCs and APPs to meet overall organizational goals and provide additional support. This individual will work closely with the Senior Director of Operations, leadership, and executive team in prioritizing projects and reporting on progress.

Responsibilities:

- Collaborating with the Sr. Director of Operations, the leadership, the executive team, and team members on project management allocation, prioritization, and development of short- and long-term pipeline of projects across the organization and FQHCs and APPs
- Executing the projects and assembling portfolios that deliver value to the organization and facilitate the transparency of information that the organization needs to make the best decisions
- Supervising a team of Project Managers and providing oversight of project assignment, projects progress and completion, and general supervision
- Working with project executive sponsors to understand and define the scope of the projects
- Defining project's scope, objectives, milestones, tasks, deliverables, and timeframes, using project management tools and updating project plans as appropriate



- Contributing to project design and ongoing project refinement based on knowledge of Medicaid, company operations, underserved populations, community health centers/primary care, EHR, PCMH accreditation, and other relevant subject matter
- Assisting in identifying internal, external, and contracted resources to ensure high-functioning project teams and developing best practices, templates, and tools to ensure project management standards across the organization
- Establishing and facilitating project meetings as required and maintaining timely communication with all project participants between project meetings
- Delegating project tasks to stakeholders best positioned to complete them
- Understanding the business content and technology components of the project in order to resolve issues and contribute to solutions
- Making effective decisions when presented with multiple options for how to progress with the project
- Maintaining logs of issues and ensuring timely resolution, facilitating resolution as required
- Understanding project risks and communicating with the executive sponsor of the project and the leadership on progress to keep the project aligned with goals
- Performing quality control on the project throughout development to maintain the expected standards and using quality improvement methodology as needed
- Creating and maintain comprehensive project documentation and measurement dashboards as well as contributing towards lessons learned
- Collaborating with other teams on project management tools used across the organizations
- May require some work-related travel and/or working from different locations
- Other duties as assigned

Required Skills:

- At least 3 years of experience with project management discipline, including project plans, issues logs, and other tools to lead and monitor project progress and quality
- Leadership skills and experience in management of significant projects in a primary care setting, ideally involving multiple sites and projects
- Experience with integrated models of care, community health centers or primary care, and best practices
- Excellent communication and interpersonal skills with the ability to problem solve, organize, and manage time
- Ability to work collaboratively and delegate tasks effectively across the organization to a diverse range of stakeholders
- Attention to details and ability to juggle multiple priorities in a fast-paced environment
- Must be able to travel to meetings throughout the Commonwealth

Desired Other Skills:

- Familiarity with the MassHealth ACO program



- Familiarity with Federally Qualified Health Centers
- Experience with anti-racism activities, and/or lived experience with racism is highly preferred

Qualifications:

- A minimum of a bachelor's level degree in relevant area (public health, business, management) or 3-5 years of equivalent experience with a certification in project management

***** In compliance with Covid-19 Infection Control practices per Mass.gov recommendations, we require all employees to be vaccinated consistent with applicable law. *****