Title: Project Manager

Department: Operations

Reports to: Director of Operations

Status: Full-time

About Vermont Oxford Network:

Vermont Oxford Network (VON) is a nonprofit voluntary collaboration of health care professionals at over 1,300 hospitals and organizations worldwide, working together to ensure that every newborn infant and family achieves their fullest potential. VON has established a worldwide multidisciplinary learning community dedicated to improving the quality, safety and value of care through a coordinated program of data-driven quality improvement, education, and research in newborn medicine. Ranked as one of the best places to work in Vermont by the Best Companies Group, VON values innovation, creativity, and respect for every team member.

Job Summary:

We are looking for a Project Manager to be responsible for handling our company's ongoing major projects. You will be working closely with members of the VON Leadership Team and other VON team members to ensure that all project requirements, deadlines, and schedules are on track. Responsibilities include submitting project deliverables, preparing status reports, and establishing effective project communication plans as well as the proper execution of said plans. The Project Manager will oversee all aspects of projects, setting deadlines, assigning responsibilities, monitoring and reporting to Leadership on progress of projects.

The successful candidate will work directly with internal teams to ensure deliverables fall within the applicable scope and deadlines are met. The ideal candidate will need to have proven experience in project management, familiarity and facility with the standard concepts, practices and procedures of project management, and the ability to collaboratively lead project teams of various sizes. A Project Management Professional (PMP) certification is a huge advantage for this position.

Responsibilities:

- Manage a portfolio of complex initiatives that span across multiple lines of business
- Prepare detailed project plans for all phases of projects from initiation through deployment to monitor and track progress
- Ensure that projects are proceeding according to scope, schedule, budget and quality standards
- Manage changes to project scope, schedules and budget using appropriate verification techniques
- Develop and manage all aspects of project including planning, external vendor relationships, communications, resources, budget, change, risks and issues
Set and continually manage project expectations while delegating and managing deliverables with team members and stakeholders

Implement and enhance organizational project management framework

Instill project management discipline and provide project management training within the organization

Maintain organizational project portfolio

Work in close collaboration with members of the Leadership Team to ensure projects are appropriately prioritized and resourced

Assist in the definition of project scope and objectives, involving all relevant stakeholders and ensuring technical feasibility

Define success criteria and disseminate them to involved parties throughout project and program life cycle, reporting on project success criteria results, metrics, test and deployment management activities

Develop and deliver progress reports, proposals, requirements documentation and presentations to various audiences, including project team, sponsors, CEO and key stakeholders

Coordinate with internal cross-functional team members and third parties/vendors

Provide status reporting regarding project milestones, deliverable, dependencies, risks and issues, communicating across teams

Measure project performance using appropriate tools and techniques

Report and escalate issues and concerns to Leadership Team as needed

Manage relationships with all stakeholders, gathering and clarifying specific requirements of each project

Perform risk management to minimize project risks

Create and maintain comprehensive project documentation

Track project performance, specifically to analyze the successful completion of short and long-term goals

Participate and/or drive feasibility studies, vendor selections and proposals for evaluation by appropriate key stakeholders

Understand interdependencies between technology, operations and business needs

Work creatively and analytically in a problem-solving environment demonstrating teamwork, innovation and excellence

Continue professional and leadership development in order to keep abreast of emerging technologies, methods and best practices

Establish practices, templates, policies, tools and partnerships to expand and mature the project management capabilities for the organization

Perform other duties as assigned

**Position Requirements:**

- Proven experience managing projects with an extensive understanding of project management principles, methods and techniques
- Ability to lead project teams of various sizes and see them through to completion
- Strong understanding of formal project management methodologies
- Excellent written and verbal communication skills with the ability to present ideas and solutions in user-friendly language
- Solid organizational skills including attention to detail
- Ability to effectively prioritize and execute tasks
- Strong working knowledge of Microsoft Office
• Superior troubleshooting, critical thinking, and problem-solving skills
• Strong customer service orientation
• A proactive approach when suggesting process improvements
• Ability to learn new concepts and terminology (i.e. medical terms)
• Experience with issue tracking and project management software
• Strong understanding of software development life cycle
• Proven ability to demonstrate a drive for results and accountability of business needs
• Proven ability to work in an ambiguous environment and collaborate across multiple areas in order to achieve a common business objective
• Interpersonal skills to influence and spur change, facilitate and enhance performance within a cross-functional environment
• Demonstrate decisiveness in resolving business problems, making decisions and identifying priorities

Education & Experience:
• A bachelor’s degree or master’s degree in a related field of study or equivalent work experience
• 5+ years project management experience, including tracking and planning projects
• 5+ years of experience working with business stakeholders within a cross-functional matrix environment
• Experience with full product lifecycle with understanding of development lifecycle and various technology methodologies that support that lifecycle such as Agile, Lean, Scrum and/or Kaizen is preferred
• Project Management Professional (PMP) certification is a plus
• Healthcare or IT experience preferred

Work Conditions
• 40-hour on-site work week.
• Overtime hours may be required to meet project deadlines
• Sitting for extended periods of time
• Desk may be located in a private cubical/office or an open office space

To apply, please email a cover letter and resume to jobs@vtoxford.org with “Project Manager” in the subject line by Friday, February 7th.