

Mid East Ohio Regional Council (MEORC)

Position Description

Project Manager

Summary: Under the general direction of the Director of Project Management and Innovation in the Office of Project Management and Innovation, the Project Manager is responsible for collaborating with customers and stakeholders to stimulate innovation and improve outcomes for people who receive supports from county boards and providers in the Ohio developmental disabilities system. The Project Manager is a process owner for product/service areas for which they are assigned.

Essential Functions: The Project Manager will not be assigned to this entire list of essential job functions. Projects will be assigned based on personal strengths, knowledge and expertise as well as capacity. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

1. Conduct Provider Compliance Reviews according to the Ohio Department of Developmental Disabilities protocol;
2. Prepare County Board customers for DODD Accreditation Reviews through county Board audits, teaching and training, and person centered reviews;
3. Conduct Level of Care determinations (Eligibility) for individuals, age 6 and above, who are seeking County Board services; coordinate with and provide results to the County Board contact person;
4. Facilitate Lean Kaizen events both internally and for customers to improve process performance;
5. Support counties with Employment Navigation;
6. Develop and manage online training by using Articulate Online, Adobe Premier and videography;
7. Provide Person Centered Thinking Training, Good Life Training, Lean Training and other specialty training as skills allow and customer needs require;
8. Support County Board providers through the Provider Resource Network or other services directed towards quality improvement for providers;
9. Collaborate with customers and stakeholders to stimulate innovation and improve outcomes for people with developmental disabilities;
10. Perform data analysis and reporting as it relates to products for which the Project Manager is responsible;
11. Facilitate the Center of Excellence as assigned;
12. Conduct surveys or focus groups as requested by customers and provide professional results reports
13. Be able to apply concepts from Lean, Good Life and Person Centered Thinking interchangeably when working with MEORC staff and customers;
14. Support Person Centered Thinking and Person Centered Planning for County Board and provider customers;
15. Provide technical assistance as requested;
16. Plan, schedule and facilitate meetings and projects with stakeholders and customers;
17. Participate in, prepare for, or provide clerical support for stakeholder meetings, work groups, rule review/development that aim to improve the availability, quality, or cost-effectiveness of Medicaid services;
18. Other duties as requested;

Education and/or Experience:

- A Bachelor's Degree is required;
- 3 years of experience in the Developmental Disabilities provider sector, or quality management.

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Certificates, Licenses, and Registrations:

- Must be able to obtain a Service and Support Administration certification as defined by the standards set forth by the Ohio Department of Developmental Disabilities rule 5123: 2-5-02.
- Valid Ohio Driver's license with vehicle insurance and reliable transportation.

Computer and Technology:

- Computer proficient with a strong knowledge of Microsoft Office 365 applications.
- Knowledge of on-line meeting applications as well as forms of social media, online training tools, etc.
- Individual must also focus on continuous learning and exploration in this area ensuring that they stay abreast of new technological innovations that promote the engagement of stakeholders.
- Knowledge of videography, Articulate Online and Adobe Premiere helpful.

Communication Skills: (*reading, writing, or speaking*)

- Must have writing skills and the ability to analyze and digest information and raw data into narrative for a variety of audiences
- Ability to write reports, business correspondence, and procedure manuals as directed;
- Excellent communication skills that may be applied across diverse customer and stakeholder organizations one-on-one or in a group
- Must have the ability to listen actively, problem solve, provide feedback, respond appropriately, and mediate.
- Strong presentation skills are required. Ability to present to large and small groups and respond to questions from groups of employees, and the general public accurately and confidently. Also keeping abreast of new and innovative means for presentations.

Problem Solving/Decision Making:

- Must be able to work autonomously and make decisions independently
- Ability to define problems, collect data, establish facts, and draw valid conclusions.
- Ability to interpret an extensive variety of technical instructions in mathematical or diagram form and deal with several abstract and concrete variables.
- Ability to solve practical problems and deal with a variety of concrete variables in situations where only limited standardization exists. Ability to interpret a variety of instructions furnished in written, oral, diagram, or schedule form.
- Must be able to effectively interact with the public, customers and stakeholders to resolve problems

Working Relationships:

- Must be able to effectively interact with customers and stakeholders to resolve problems
- Must be able to collaborate and work as a team
- Must have confidence; able to interact comfortably within all levels of the organization as well as customer and stakeholder organizations
- Must be able to establish and maintain effective and cooperative working relationships

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Work Environment:

- Ability and willingness to travel (at times in inclement weather) from assigned location.
- May provide services within the region and within the state.
- May require overnight stays or be away from home for several days.

Other Skills and Abilities:

- Must have or obtain a minimum of Lean Training certification
- Must have or obtain Person Centered Thinking certification and Good Life certification.

General Expectations:

- Excellent organizational and time management skills with the ability to manage multiple priorities;
- Comply with the policies and procedures of MEORC, the State of Ohio, Federal Government and other applicable regulatory agencies in the performance of all duties;
- Model, at all times, appropriate social and moral behavior as a public service employee;
- Speak with the public effectively and understand the operations of MEORC and its participating County Boards of Developmental Disabilities;
- Understands and practices the professional code of ethics in keeping with the confidentiality of information and materials with which he/she may come into contact;

Additional Information:

- Generally, 8 A.M. to 5 P.M. Monday through Friday, flexibility required;
- Eligible for overtime

Adopted: