View Job Posting: Program Manager

Title: Program Manager
Job Opening ID: 2019
Description:
Close Date: 03/17/2019
Recruiting Location: One Judiciary Square
Position Tier: 0051443
Full/Part Time: F
Regular/Temporary: R
Salary: 113921 to 154999 US Dollar per Year

General Job Information
When you become a member of Team DHCF (Department of Health Care Finance), the state Medicaid agency for the District of Columbia, you join our "Mission Possible!" We work every day, in concert with various District government agencies, to streamline access to comprehensive, affordable and quality healthcare services for District residents. Whatever your position within our agency, you will positively impact beneficiaries, their families and their future! We invite you to bring your skills, your experience and your passion to a job that makes a difference!

Thur of Day: 0.18 am - 4.45 pm (Monday thru Friday)
Collective Bargaining Unit: None
Duration of Appointment: Management Supervisory Service (MSS) at will

The position is located within the Division of Quality and Health Outcomes, Health Care Delivery Management Administration, Department of Health Care Finance (DHCF). The position has responsibility for directing, managing and supervising staff in the measurement and improvement of the quality of health care services delivered by or through organizations and individuals to people enrolled in the Medicaid, SCHIP, Alliance, Immigrant Children, and other health care programs. These health care services include those delivered on a fee-for-service basis and those delivered through managed care arrangements.

MAJOR DUTIES
- Provides policy and program development, program administration, and organizing, planning, implementing, developing, and evaluating the activities of the Office to ensure continuous improvement of the quality of health care delivered by DHCF programs, and ensure compliance with federal and District laws and rules, policy and procedures and the Medicaid State Plan.
- Develops and implements a quality improvement plan for each of DHCF's program areas, including managed care, long-term care, acute care, and preventative care.
- Plans, organizes, implements and coordinates the administrative, personnel, and financial functions of the Division in pursuit of health care quality improvement across all DHCF program areas. Evaluates the work of the Division staff.
- Recommends solutions to problems through periodic analyses that form a basis for modifications to managerial policies and practices.
- Implements procedures and guidelines for administering the Division's programs and activities in accordance with governing legislation and legal mandates, and in accordance with the policies of DHCF.
- Determines staff and other functional group work assignments based on work distribution and priorities. Identifies need for implementing new guidelines, procedures, and work assignments that can improve the quality of services. Provides specific guidance, review and interpretation to accomplish the DHCF mission.
- Establishes and modifies operational procedures based on daily review and analysis of existing program operations, current and anticipated work demands, consolidated assignments, policies, and/or organizational changes.
- Supervises and meets regularly with staff to discuss program progress, share information, provide direction, determine and establish assignments, provide advice regarding changes in operating policy, and solicit staff assistance and observations.
- Interprets and instructs staff in the implementation of policies, procedures, and guidelines to ensure conformity with broad policies and quality of work.
- Makes decisions on work problems presented by subordinate employees, advises officials with broader and higher responsibilities on problems involving the relationship of the work of the office supervised to broader programs, and its impact on such programs; evaluates work performance of subordinate employees; assures reasonable quality of performance standards and rating techniques developed by subordinate; makes and recommends selection for subordinate employees' positions; hears and resolve group grievances or serious employee complaints; reviews and approves serious disciplinary actions involving non-supervisory subordinates employees; reviews expenses comparable to within-grade increases, extensive overtime, and subordinate employee travel; recommends awards in bonuses for non-supervisory personnel and changes in position classification, subject to approval by higher level officials, supervisors, or others, and finds and implements ways to eliminate or reduce significant bottlenecks and barriers to produce, promote team building or improve business practices.

OTHER SIGNIFICANT FACTS
Experience in evaluating and applying health care quality measurement and improvement initiatives, methods and tools, including health care effectiveness research, multiple quality measurement and improvement methods, health care quality measures developed by expert bodies, including consumer surveys, costing tools used in standard health care

https://phscm.dc.gov/pse/hrmpd/EMPLOYEE/HRMS/e/HRS_HRS.HRS_REC_SCHJOB.... 3/2/2018
Key responsibilities include:

- **Administrative Data:** Oversee and manage high-volume, high-priority workflows related to the Health record System, including data entry, tracking, and reporting.
- **Quality Improvement:** Lead and manage quality improvement initiatives, ensuring compliance with regulatory requirements and industry best practices.
- **Operational Excellence:** Enhance operational efficiency by identifying process improvements and implementing new procedures.
- **Strategic Planning:** Develop long-term strategies to align with business goals and objectives.
- **Team Management:** Oversee a team of project managers, ensuring effective communication, resource allocation, and project tracking.
- **Client Relations:** Foster strong relationships with clients, providing regular updates and addressing any concerns promptly.
- **Risk Management:** Identify and mitigate risks associated with project timelines and budget constraints.
- **Technology Management:** Stay updated with the latest technologies and tools, ensuring their effective implementation.
- **Innovation:** Encourage a culture of innovation to drive continuous improvement.

**Required Qualifications:**

- **Education:** Bachelor’s degree in a relevant field such as Healthcare Administration, Business Administration, or a related discipline.
- **Experience:** At least 3 years of experience in a leadership role with project management responsibilities.
- **Certifications:** Possess relevant certificates or licenses, such as PMI-ACP or PMI-PI.
- **Soft Skills:** Strong interpersonal and communication skills, ability to collaborate effectively with cross-functional teams.
- **Technical Skills:** Proficiency in project management tools and software.

For more details, please visit our website: [Visit Us](https://pschem.dcgov/pse/hcmprd/EMPLOYEE/HRMS/c/HRS_HRS.HRS_REC_SCHJOB...)

*Last Updated: 3/2/2018*