



## Project Specialist *Job Description*

**Job Classification:** Non-Exempt, Full-time

**Risk Designation:** Moderate

**Work Schedule:** Mutually determined

**Reporting Relationship:** Contract/Team Manager

### **Primary Accountability:**

The Project Specialist is responsible for coordinating, supporting and directly participating in the internal and external day-to-day activities associated with meeting defined goals of various healthcare quality projects and/or contracts. This person is expected to function independently, as well as collaboratively in the conduct, communication and evaluation of activities involving State or Federal Agencies, healthcare providers, beneficiaries and other stakeholders/partners.

### **Major Duties:**

1. Monitor, update and assure that quality review reporting and documentation meets project requirements and is accurate and valid.
2. Assist the team in keeping informed of industry changes, trends, and best practices.
3. Assist in ensuring the company's compliance with regulatory requirements, Generating and/or assisting with data/reports that support the assigned project deliverables and the IQC/Dashboard.
4. Facilitate and track project and contract progress through the use of specific project databases and contract management systems.
5. Assist Director/Manager and other team members with project team management functions such as:
  - Providing updates to project work plans and timelines as appropriate.
  - Assisting with the development, validation and distribution of informational feedback reports.
  - Researching literature and making recommendations to the project team.
  - Functioning as a point of contact to assist State or Federal Agencies, providers, consumers, and other project stakeholders.
  - Facilitating internal activities as needed to complete project tasks.
  - Drafting/distributing project related meeting agendas and minutes as assigned.
  - Scheduling and setting up internal meetings – team or individual, and conference calls.
  - Collaborating with project team on development, distribution and follow-up of correspondence/mailings/faxes/emails to providers and consumers.
6. Participates in educational efforts as requested, such as:
  - Development, coordination and distribution of educational pieces and preparation of materials for project activities or programs.
  - Coordination of facility, registration, meeting room setup, etc.
7. Complete all duties as requested by the Director and other team members as needed.
8. Participate in activities that promote and further develop/enhance KFMC, both internally and externally.
9. Foster teamwork as a team member and as a team facilitator, as demonstrated by:
  - Listening and responding constructively to other team members ideas.



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- Clearly understanding before attempting to get others to understand when there is disagreement.
  - Acknowledging and reinforcing team members for their contributions.
  - Enlisting the active participation of everyone.
  - Promoting cooperation with other customer and resource teams.
  - Promote open communications within the team.
10. Contribute to the achievement of organizational and work team goals by demonstrating awareness of KFMC values.
  11. Keep Director/Manager and Team members informed of all activities within area of responsibility.
  12. Assist in ensuring the company's compliance with regulatory requirements.

### **Qualifications:**

- High School Diploma/GED is required
- Graduation from an accredited college or university in a health-related course of study; or completion of a technical education program in a health-related or other professional field is preferred.
- Experience working directly with providers and other stakeholders is preferred.
- Quality Improvement/Assurance experience is preferred.
- Possess excellent verbal, written and telephone inter-personal communication skills.
- High level of computer proficiency for word processing, data entry, spreadsheet/data analysis and chart preparation a plus.
- Detail-oriented, able to prioritize and multi-task.
- Excellent organizational and time management skills. Capable of working independently as well as collaboratively with minimal supervision.
- Excellent written and oral communication and customer service skills required.
- Work cooperatively with the team members to carry out requests on a timely basis.
- Must be able to travel with occasional overnight stays, as dictated by the responsibilities of the team.
- Working knowledge of the various Kansas health care delivery systems is desirable.
- Working knowledge and experience with clinical quality improvement studies including exposure to data collection, validation, methodologies, and descriptive analysis/reporting is preferred.
- Demonstrate an understanding of Continuous Quality Improvement (CQI) techniques.

### **Physical Demands:**

- Ability to sit for extended periods of time.
- Ability to read computer screens and mail.
- Ability to unpack and move supplies up to 25 lbs.
- Ability to drive an automobile.
- Ability to travel as directed by position requirements.

### **Work Environment:**

- Professional and deadline-oriented environment in an office setting.
- Interaction with internal and external customers.



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### **Additional Duties:**

Additional duties and responsibilities may be added to this job description at any time. The job description does not state or imply that these are the only activities to be performed by the employee(s) holding this position. Employees are required to follow any other job-related instructions and to perform any other job-related responsibilities as requested by their supervisor.

### **Acknowledgement** (to be signed and dated at the beginning of the review period):

A discussion of duties, responsibilities, performance standards, and expectations for the current period took place on the date below. We acknowledge our understanding of these duties, responsibilities, standards and expectations, and how they will be used to measure work-related performance during this period.

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Employee Signature

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Date

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Supervisor Signature

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Date