

## **CATHOLIC SOCIAL SERVICES JOB DESCRIPTION**

**TITLE:** Special Projects Director  
**PROGRAM:** Operations  
**SUPERVISED BY:** Chief Operating Officer  
**STATUS:** Full-time/salaried/exempt  
**UPDATED:** 7/26/22

**JOB SUMMARY:** The Special Projects Director researches, implements and manages developing agency projects in addition to coordinating some standing organizational initiatives. Project management responsibilities include the coordination and completion of assigned projects on time, within budget, and within scope. It is the responsibility of this position to set deadlines, assign responsibilities, and monitor and summarize progress of projects for leadership and other internal reports.

### **QUALIFICATIONS:**

#### **Requirements:**

- Ability to understand, interpret, and apply regulatory language.
- Proven working experience in project management
- Excellent client-facing and internal communication skills
- Excellent written and verbal communication skills
- Excellent organizational skills including attention to detail and multitasking skills
- Strong working knowledge of Microsoft Office
- Ability to maintain program/guest/agency confidentiality.
- Ability to treat all people with dignity and respect.
- Ability to work independently and as a team.

#### **Education and Experience:**

- High school diploma or GED required.
- At least one year of project management experience

### **RESPONSIBILITIES:**

#### **Medicaid 1115 Waiver Services:**

- Coordinate with the Senior Director of Medicaid Operations to assist with implementation of the infrastructure essential to the administration of the Medicaid 1115 waiver across all applicable programs within the agency.
- Assist in the creation and maintenance of policies and procedures that comply with governing regulatory requirements.

**Accreditation:**

- Serve as the project manager and primary point of contact for the completion of all accreditation-related requirements and objectives across the agency.
- Coordinate with program directors to ensure the implementation of all accreditation-related standards across the agency
- Coordinate the submission of all accreditation materials and manage any on-site visits conducting by the accreditation body.

**Policies and Procedures:**

- Serve as the project manager for the completion and review of all policy and procedure documents across the agency.
- Assist in the creation of policies and procedures in coordination with Directors and Leadership team.
- Maintain a policies and procedures review schedule to ensure that policies and procedures remain updated.

**Project Management:**

- Develop and implement new agency projects as assigned.
- Create detailed project plan to monitor and track progress.
- Coordinate internal resources and third parties/vendors for the timely execution of projects.
- Ensure that all projects are delivered on-time, within scope, and within budget.
- Assist in the definition of project scope and objectives, involving all relevant stakeholders.
- Manage changes to the project scope, project schedule and project costs using appropriate verification techniques.
- Measure project performance using appropriate tools and techniques.
- Create and maintain comprehensive project documentation.
- Report and escalate to management as needed.
- Maintain Operations Dashboard for Operations Performance and Quality Improvement activities
- Other duties as assigned.

**Physical Requirements:** Ability to lift 25 lbs.

**Training Requirements:** Agency and department orientation; attend all staff meetings and in-service training as required.

The above statements are intended to describe the general nature and level of work being performed by people assigned to this classification. They are not to be construed as an exhaustive list of all responsibilities, duties, and skills required of personnel so classified. All personnel may be required to perform duties outside of their normal responsibilities as needed.

Employee Signature: \_\_\_\_\_ Date: \_\_\_\_\_

Supervisor Signature: \_\_\_\_\_

Date: \_\_\_\_\_