

PATRICIA CARLSON

FINAL PROJECT

BA 216 PRINCIPLES OF HUMAN RESOURCES

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SECTION 1
ORGANIZATION HISTORY &
BACKGROUND

ORGANIZATION BACKGROUND

Neighborhood Health Center is a not-for profit health care organization that is a part of the Neighborhood Health Center health system of clinics. The mission of Neighborhood Health Center is to increase primary care and specialty health care access for children, families, single individuals and the ageing population by providing quality health care access and specialty services through collaborative community partnerships with other health care providers and entities. Through the increasing need for healthcare, the community partners' work together to build a patient-centered system utilizing the network of comprehensive health care services and providers enhancing access to individuals equally regardless of insurance or financial status.

Neighborhood Health Center (NHC) was founded in June 2010 with the mission and vision to provide quality health care, affordable services with access to everyone regardless of insurance coverage or financial situation. NHC is passionate about our team based quality health care system and continue to build valuable partnerships with the city, county, and community providers to meet the health care needs in the Washington, Multnomah, and Clackamas County with the goal of improving the communities health through a quality health care system of providers and community medical and dental health care programs.

NHC has six health care clinics that include primary care, specialty services, and dental health care and are open Monday through Saturday. NHC currently has 55 employees and 17 providers to oversee the health care needs.

Neighborhood Health Center has a position available for a Project Coordinator that will assist the Director of Operations with all the projects and clinical initiatives from the beginning stages to completion.

SECTION 2
JOB DESIGN AND DESCRIPTION

JOB DESIGN AND DESCRIPTION

The Project Coordinator is a new position and will work directly with the Director of Operations and on occasion with the Medical Director and Executive Assistant. This position will provide administrative and project leadership support to the Director of Operations for current and future projects and clinical initiatives. The person in this position will utilize coordinating and overseeing project status and updates and maintain that all projects are in compliance with healthcare standards and regulation. The person in this position will work a standard Monday – Friday 8:00am – 5:00pm, with some flex time depending upon project needs or special events.

NEIGHBORHOOD HEALTH CENTER POSITION DESCRIPTION

Position Title: PROJECT COORDINATOR
Date: Revised April 2012
Job Code: HR-OAPC
Department: Administrative - Clinic
Title of Manager: Director of Operations
Supervises: Non-supervisory position
Employment Status: Regular –Non Exempt
Work Hours: Monday – Friday, 8:00am – 5:00pm

General Statement of Duties

This position provides a wide range of administrative and project oriented support to the Director of Operations.

Essential Position Functions

- Establish and maintain cooperative and productive working relationships with internal and external stakeholders, and vendors contacted in the course of work.
- Coordinate projects and maintain spreadsheet of all project activities and deadlines detailing project tasks and lead personnel.
- Ensure that all team members understand the scope of the project as well as what they are individually responsible for.
- Exercise judgment, personal initiative and discretion to perform complex administrative work with particular attention to project detail, follow-up tasks, schedules and deadlines.
- Maintain project calendar and schedules conference calls and meetings related to project assignments and management of all current and future projects.
- Guide and direct team members, communicate project scope to all team members.
- Compile and maintain interim project reports and minutes of meetings.
- Work collaboratively with internal and external executives and assistants to coordinate a variety of executive level meetings.

- Ability to prioritize and manage multiple projects simultaneously.
- Maintain project documentation and project related communications.
- Draft, edit and finalize reports, and correspondence producing documents, charts and graphs using MS Office; Word, Excel, PowerPoint.
- Initiates data collection, maintains related databases and uses word processing and spreadsheet software to produce reports, documents, spreadsheets, charts and graphs.
- Analyze, collect, prepare and distribute appropriate materials for meetings as assigned, monitor project purchases and expenditures, ability to reconcile invoices

Knowledge, skills and abilities required

- Proficient computer skills in all Windows Office software, including Word, Excel, PowerPoint, Outlook, Visio, MS Project.
- Ability to use good judgment, personal initiative and discretion to perform work with particular attention to detail.
- Good team work and leadership skills
- Demonstrate high-level of detail orientation, record keeping and organizational skills
- Ability to maintain confidentiality when performing assignments that are sensitive and confidential in nature
- Proficient grammar, spelling and proofreading skills
- Excellent customer service skills, excellent written and verbal communication skills
- Ability to work with diverse groups and individuals
- Ability to manage multiple tasks and projects, ability to anticipate next steps and be proactive.
- Ability to handle confidential information with discretion.

Education and/or Experience

Three to five years experience of administrative support at an executive level required and/or any work experience and/or training that would likely provide the ability to perform the essential functions of the position. Associates degree preferred. Experience in health care and clinical setting preferred.

Working Conditions

The person in this position works primarily in an office environment and may need to travel to the clinic sites on occasion. The person in this position interacts with a diverse group of clinical staff, senior management, executives along with internal and external stakeholders and customers, which requires good judgment, personal initiative and a professional attitude and appearance. This position may require sitting for long periods of time while recording minutes of meetings, answering phone calls and questions, scheduling meetings and appointments, and typing correspondence and other documents.

Project changes can be frequent, time-sensitive and confidential requiring flexibility and creative problem-solving skills. The person in this position will be expected to possess a high degree of initiative and motivation along with the ability to effectively collaborate and plan with all clinical staff members.

Equipment Used

Personal computer and/or laptop, printers, calculator, fax machines, copiers, cell phones, and other standard office equipment for recording, storing and presenting information.

To Apply: Please apply online at www.healthcenteror.org (About Us: Careers). Position may close at any time. EEO

SECTION 3
RECRUITING AND SELECTION

RECRUITING AND SELECTION

The job posting for the Project Coordinator would be both internally and externally posted, electronically and advertized through the following sources:

- Neighborhood Health Center website
- Posted internally at each clinic site
- Posted online at Craigslist and The Oregonian
- May use Public or Private Employment Agencies

Applicants will be required to initially submit the following documents:

- Resume and Cover letter (Optional: Reference Letter)
- Application required upon date of hire

Candidate Selection Process:

1. HR Department will review the resumes and cover letters for qualified candidates
2. HR will schedule a pre-screen phone call with the qualified candidates
3. HR will forward 1-4 candidates resumes and pre-screen notes to Operation Manager
4. HR will schedule interviews with the Director of Operations for a structured interview
5. The top two candidates will be scheduled for second interviews with selected team members and will be a structured and behavioral description interview
6. The primary candidate will be chosen, background and reference checks performed
7. Upon completed reference checks, the candidate will be given the job offer
8. Present job offer to the first candidate
 - a. Once candidate accepts offer, continue to prepare formal job offer

- b. If the candidate declines offer, perform reference checks with second candidate and present job offer
9. Confirm acceptance with the Director of Operations and schedule start date
 10. Continue with new hire process and schedule drug test

The criteria that will be used to evaluate and pre-screen the potential candidate will include and not be limited to the following:

- Appropriate work experience and education to perform job requirements
- Good verbal and written communication skills, customer service oriented
- Team work attitude
- Ability to take initiative
- Multitasking skills
- Comfortable leading a group
- Strong attention to detail
- Computer skills and experience [MS Office Suite]
- Progressive responsibility
- Organizational skills
- Flexible, willingness to learn new process
- Ability to handle conflict
- Familiar with the health care clinical setting
- Shows willingness to shift priorities
- Strong project tracking skills
- Attentive to follow-up

SECTION 4
TRAINING PLAN

TRAINING PLAN

The training for the Project Coordinator will combine computer-based training and on-the-job training that will be scheduled within the first two weeks of employment.

1. The employee will meet with Human Resources for new hire orientation: fill out application, signing up for benefits, time sheet procedures, and receive the HR Policy Manual.
2. The employee will utilize the company intranet training web portal for the following:
 - a. Company policies and procedures, HIPPA and PHI training
3. On-the-job training will take place with the Director of Operations, Medical Director, and Executive Assistant and will be scheduled the first two weeks of hire.
 - a. Training with the Director of Operations on specific projects and personnel involved, details of each project, scheduled meetings, expectation, and deadlines of the projects.
 - b. Training with the Medical Director will be for a clinical understanding and meet clinical staff involved in current projects and clinical impact of each project.
 - c. Training with the Executive Assistant will be on company documentation and communications, overall policies and procedures, introductions to personnel and various administrative processes.
4. Further formal computer based skills training classes will be scheduled on an as needed basis pre-approved by the Director of Operations

SECTION 5
PERFORMANCE EVALUATION

PERFORMANCE EVALUATION

The performance evaluation will have an annual review scheduled upon the employee's start date with the company. Interim check-in or mini-reviews may be scheduled upon the discretion of the employee's manager.

1-Week Check-In (suggested)	15-30 minutes	Review Objectives: Goal setting, job tools needed, enhance manager and employee communications, projects meet organizational goals, etc.
1-Month Check-In (optional)	30-minutes	
3-Months Check-In (optional)	30-45 minutes	
6-Months (optional, but suggested)	30-45 minutes	
Annual Review (required)	1-hour	
<i>*Due to the nature of the position of project oversight, manager and employee can schedule weekly or bi-monthly update meetings for project review.</i>		

The annual review for the Project Coordinator position will focus upon several aspects of the job position. The review will include aspects of each projects success starting with coordination, planning, implementation and completion of the projects under the oversight of the Project Coordinator. The goals, responsibilities, and expectations will be clearly identified in writing and clearly communicated to the employee.

The performance review for the Project Coordinator will be the Merit Performance Appraisal. The review will be performed by the Director of Operations with input from the Medical Director and Executive Assistant and other project team members. The rating process will be based on the Simple Ranking system of a rating scale from 1 (poor) to 5 (excellent). The Rating Attributes system will be used in the Graphic Rating scale on personal work attributes as well as team work attributes. The review will also focus on the Organizational Behavior Modification (OBM) and will schedule time for feedback from the employee. Depending upon the economy and financial status of the company, the performance review will extend a wage increase depending upon the employee's performance rating. From the annual performance review, a new set of goals will be outlined for the following review.

SECTION 6
COMPENSATION PLAN

COMPENSATION PLAN

The compensation package for the Project Coordinator will be based upon the standards and wages of the health care industry.

The salary and wages for the Project Coordinator will be based upon the experience, knowledge and education of the individual.

Salary Ranges for Project Coordinator	
Low	33,500
Mid	45,800
High	57,500
<i>www.salary.com</i>	

UD Department of Census: QWI Online (NAICS) 2011 Healthcare and Social Assistance Industry Male/Female Ages 14-99 [Average Monthly Wage by County]			
	Multnomah County	Washington County	Clackamas County
County	2,462.75	2,381.00	2,378.25
Oregon State	2,248.25	2,2483.25	2,248.25

Compensation Package

- Competitive Industry Salary
- Annual Review with potential salary increase
- Benefits
 - Medical Insurance: Health, Dental, Vision
 - HMO – Health Maintenance Organization
 - PPO - Preferred Provider Organization
 - Flexible Spending Plan
 - Paid Time Off (vacation and sick leave)
 - Life Insurance
 - Disability Insurance: Long-Term and Short-Term Disability
 - Retirement Plan: Defined-Contribution Plan (401K)
 - Flexible hours, depending upon management approval and project need
 - Wellness Programs offered: discounted membership fee to local gym
 - Discount on tickets/monthly pass for Tri-Met transportation
 - Training and educational classes

SECTION 7
CONCLUSION

CONCLUSION

Neighborhood Health Center is a not-for profit health care organization that takes pride in offering quality health care to the community through a unique system of collaborative partnership with other community providers and health care systems. Neighborhood Health Center (NHC) has a new job posting for a Project Coordinator. This position will help to coordinate current and future projects and clinical initiatives and will work directly with the Director of Operations.

Since this is a new position, the job design and position description will be customized for this position by combining many aspects from an administrative assistant and a project assistant job specifications, requirements, skills, and education to meet the needs of NHC.

The recruitment will be both internally and externally by posting the position on the company's website, utilizing Craig's List, The Oregonian, private and public job agencies. The selection process will include a pre-screening process performed by the Human Resources department and forwarding the selected candidates to the Director of Operations. Second interviews will be team based to find the best fit for the company.

The training for the Project Coordinator will be performed internally by formal and informal measures providing time for feedback and evaluation of goal setting and to evaluate any future training that may be required.

The performance evaluation will be set up on an annual basis based upon the Merit Performance review system evaluating the goals and expectations set up between the Project Coordinator and the Director of Operation. Goals and job expectations will be communicated the first week of employment and will be evaluated within the first three months of hire to allow

for any needed revisions. These goals will be used as an evaluation tool for the annual performance review.

The compensation and benefits package will be based upon the health care industry standards and clinical setting. Salary and wages will depend upon the candidates work experience, knowledge, and education as the company has a low, mid, and high range to work with. Salary increases will be based upon several factors: the outcome of the annual performance review, the economic situation, and the financial situation of the company.

The benefits package is a substantial package that will be offered to the Project Coordinator. The benefits will include: medical package that offers health, dental and eye care with options of choosing HMO or PPO, flexible spending, paid time off, retirement plan, life insurance, disability insurance, Wellness program, and discounted tickets on various programs.

NHC looks for quality individuals and will make every effort to invest in each staff member employed at NHC. Offering a solid benefits package is one way NHC works at employee retention. NHC values each staff member and will provide every avenue for its employees to grow and deepen their job skills. NHC's employees are a valuable asset to the company and will work together as a team to deepen the partnership that will reflect the mission and vision of the organization.

WORK CITED

Neighborhood Health Center

www.samplejobdescription.net

www.salary.com

U.S. Census Bureau, Local Employment Department, QWI Online [NAICS]

Fundamentals of Human Resources Management. Noe, Hollenbeck. Gerhart. Wright. 2004. The McGraw-Hill/Irwin of the McGraw-Hill/Companies.