



Position Description

Job Title: Project Specialist

Salary Band: Exempt 4A

Reports To: Project Manager/Director

Hours per Week: Full-Time

Supervises: N/A

Position Overview:

- Reporting to the Project Manager/Director, the Project Specialist will provide support in project planning and implementation and coordinate day-to-day tasks. The Project Specialist will work on multiple project teams simultaneously and may serve as Project Manager for a small project or a portion of a larger project. Main responsibilities focus on project management details and follow up actions that maximize project outcomes. The Specialist must be organized, extremely detail-oriented, and have a proven ability to track and complete deadline-driven projects.
- Outstanding communication skills (oral and written), interpersonal skills, and the ability to build value-added relationships with individuals at all levels both internally and with clients, while providing superior customer service. Positive contributor and a strong commitment to quality are essential. Ability to work in an environment that changes rapidly to fit client needs and the ability to multitask are a must.
- Team player who can work effectively across all parts of the organization.
- Strong computer skills are essential (high level skill with Microsoft Office products to include PowerPoint/Excel/Word /Access, as well as Outlook).

Essential Job Responsibilities:

- ◆ Supports Project Managers or VP/Directors on all aspects of assigned projects.
- ◆ Manages, with supervision, some projects or major project components as assigned.
- ◆ Creates and maintains project plans and timelines, including determining tasks, due dates and milestones in concert with the PM/PD.
- ◆ Assists in implementing relevant contracts and data use agreements by outlining and drafting scope of work or reviewing relevant documents from previous project time periods.
- ◆ Creates and maintains project calendar and assists with scheduling all project related meetings and communications.
- ◆ Interfaces regularly with MHQP project external workgroup members to ensure coordination and communication of project objectives, strategies, schedules, and tasks.
- ◆ Participates in development of agendas for external workgroups and internal project teams for project specific meetings; prepares meeting materials and records minutes and team progress.
- ◆ Creates and maintains project documentation including all pertinent design documents, process flows, reports to funders, project descriptions, etc.
- ◆ Interfaces with customers, medical group contacts, health plan contacts, and others, and responds independently in most cases but also knows how to find answers from other staff when necessary and get back to customer in a timely fashion.
- ◆ Works collaboratively with other team members across the organization to meet project deliverables and deadlines.

Required Skills, Knowledge, Must Haves and Experience:

- ◆ Delivering high quality work products and communications that are client ready (both internally and externally) is a must.
- ◆ Demonstrated qualitative and quantitative skills and aptitude.
- ◆ Excellent verbal and written communication skills.

- ◆ Excellent organizational skills, attention to detail, proven ability to organize complex processes involving multiple, detailed tasks and multiple inputs.
- ◆ Ability to manage multiple tasks and projects, meet deadlines and manage to schedule.
- ◆ Working knowledge of quality improvement methods and concepts.
- ◆ Working knowledge of literature search databases.
- ◆ Ability to use basic project planning skills.
- ◆ Ability to develop and oversee multiple databases.
- ◆ Interest or experience doing health services research, including survey development, interviewing, literature searches/review and qualitative data analysis.

Education:

- ◆ Master of Public Health or Master of Business Administration with concentration on health care. 1+ years of experience in a position with comparable skill and responsibility preferred.
- OR
- ◆ A Bachelor's degree in public health with relevant work experience.

Technical Expertise:

- ◆ Demonstrated knowledge and skills in using technical tools including all Microsoft Office Products and a variety of other PC applications including project management software and standard networking tools.
- ◆ Ability to use basic database development tools and excel macros (desired).

Other requirements, skills, capabilities:

- ◆ Bilingual English/Spanish preferred.
- ◆ Must be a self-starter whose goal is to get the job done, even if that means completing tasks that are outside of the established job description.
- ◆ Must be able to balance multiple priorities effectively.
- ◆ Must work independently with minimal oversight.
- ◆ Must work well in a team.

About the Massachusetts Health Quality Partners

MHQP leverages our unique position as an independent coalition of key stakeholder groups (providers, payers and patients) in Massachusetts healthcare to help provider organizations, health plans and policy makers improve the quality of patient care experiences throughout the state. We do this by measuring and publicly reporting non-biased, trusted and comparable patient experience data; sharing tools, guidelines and best practices to help support improvement efforts; and catalyzing collaboration to find breakthrough solutions to shared challenges.

If interested in applying for this role, please click [HERE](#)