

## Career Opportunities: Process Improvement Specialist (21868)

Requisition ID 21868 - Posted 08/17/2022 - CareOregon - Full-Time - Permanent - Portland

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To protect the health and well-being of our members, employees and community, CareOregon requires all employees to be fully vaccinated against COVID-19 or have an approved medical or religious exception as a qualification of employment. Candidates who receive an offer of employment by CareOregon, must provide proof of COVID-19 vaccination or submit a medical or religious exception request, which will be evaluated in accordance with CareOregon's standard accommodation process.

<b>Job Title</b>	Process Improvement Specialist
<b>Job Code</b>	A139
<b>Department</b>	Enterprise Project Management
<b>Manager Title</b>	Process Improvement Manager
<b>Direct Reports</b>	n/a
<b>Requisition #</b>	21868

### Job Summary

This position assists in operationalizing daily work improvements into the culture of the organization to achieve measurable and sustainable business efficiencies while developing relationships across all levels of the organization. This position provides coordination of process improvement efforts in concert with the advanced improvement staff and the Enterprise Project Management Office (EPMO) team, including insights for the purpose of developing, defining, designing and maintaining the organization's process improvement efforts.

### Essential Responsibilities

#### Process Improvement

- Facilitate process improvement activities; act as a change agent to foster and support a daily work improvement culture.
- Assist with data collection and analysis to identify opportunities for improvement.
- Participate in implementing process improvement project plans as developed by EPMO teams.

#### Operations

- Assist in developing leadership focused process improvement models.
- Coordinate integration of process improvement approaches across CareOregon.
- Assist in assessing and recommending process improvement approaches to improve the health of the organization.

#### Learning and Development

- Assist in delivering process improvement trainings.
- Provide staff with process improvement learning and skills; assess needs for consulting and coaching.
- Assess need for basic and advanced improvement methods.
- Assist in developing training for lean thinking and continuous improvement concepts.
- Integrate and align with change management approach to support projects at all levels.

### Organizational Responsibilities

- Perform work in alignment with the organization's mission, vision and values.
- Support the organization's commitment to equity, diversity and inclusion by fostering a culture of open mindedness, cultural awareness, compassion and respect for all individuals.
- Strive to meet annual business goals in support the organization's strategic goals.
- Adhere to the organization's policies, procedures and other relevant compliance needs.
- Perform other duties as needed.

### Experience and/or Education

#### Required

- Minimum 3 years' experience in the effective use of tools for process improvement to include lean methodologies, Lean Sigma, PDSA, project management and other improvement techniques

#### Preferred

- Experience leading process improvement activities in a healthcare environment

### Knowledge, Skills and Abilities Required

#### Knowledge

- Working knowledge of continuous improvement, Lean methods and organizational development philosophy
- Knowledge of effective project management techniques and concepts, as well as change management strategies

#### Skills and Abilities

- Ability to lead continuous process improvement with coach staff in learning process improvement methodologies and bring them into daily work

- Strong written, verbal and interpersonal communication skills
- Competent in meeting management skills; ability to lead by influence
- Ability to deliver training in person and virtually using adult learning theory
- Ability to be a results-oriented change agent and business systems thinker
- Skilled in data collection and synthesis
- Ability to use critical thinking skills in problem solving, setting priorities and making independent decision
- Strong computer skills, including Microsoft Office
- Ability to work effectively with diverse individuals and groups
- Ability to learn, focus, understand, and evaluate information and determine appropriate actions
- Ability to accept direction and feedback, as well as tolerate and manage stress
- Ability to see, read, and perform repetitive finger and wrist movement for at least 6 hours/day
- Ability to hear and speak clearly for at least 3-6 hours/day

**Working Conditions**

Work Environment(s):  Indoor/Office  Community  Facilities/Security  Outdoor Exposure

Member/Patient Facing:  No  Telephonic  In Person

Hazards: May include, but not limited to, physical and ergonomic hazards

Equipment: General office equipment

Travel: This position may include occasional required or optional travel outside of the workplace; the employee's personal vehicle, local transit or other means of transportation may be used

*Candidates of color are strongly encouraged to apply. CareOregon is committed to building a linguistically and culturally diverse and inclusive work environment*

*Veterans are strongly encouraged to apply.*

**Equal opportunity employer. This company considers all candidates regardless of race, color, religion, sex, sexual orientation, gender identity, national origin, disability or veteran status.**

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