PROJECT TEAM ROLES AND RESPONSIBILITIES

Team members: _____

Oversight and direction of team: _____

Job roles and responsibilities

- Work on projects assigned by practice manager and/or those identified by the project team
- Define projects and suggested action plans
- Be an advocate for positive change; be a role model and cheerleader for the entire hospital team
- Solicit feedback from co-workers regarding their challenges and progress, e.g., what's working, what needs improvement, are the hospital goals clear?
- Use a system to solicit employee feedback and requests, e.g., a notebook kept in central location and/or a suggestion box for staff
- Keep co-workers updated on how projects are going
- Act as liaisons for communication between departments (CSRs, technicians/assistants, DVMs, specialty services)
- Communicate with each other, other employees, and upper management in a respectful and positive manner
- Proposed solutions must meet with approval of practice manager or practice owner before implementation
- Submit requests for any required resources to practice manager or owner

Job expectations for meetings

- Meet as a team weekly or biweekly
- Meetings should not interfere with the efficiency and operations of the hospital
- Identify areas for improvement and propose solutions
- Hold each other accountable to stay positive and meet deadlines
- Draft meeting minutes (preferably typed into Word document during meetings); keep in a digital file folder and accessible notebook for reference
- Facilitate focused conversations to allow time for discussion as well as problem solving
- Establish a clear action plan with deadlines at every meeting.
- Focus efforts on a few items at a time to increase team success.
- Disseminate meeting notes to the group, manager, and practice owner after meeting

Meeting Agendas

1. Review minutes and action items from previous meeting
2. Review status of current projects: successes, hurdles, progress on solutions
3. Review any relevant resources, e.g., articles, books, videos, etc.
4. Identify projects to consider or begin work on
5. Make assignments for action steps
6. Set timelines and deadlines for actions
7. Set date and time for next meeting

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