

Operations Manager

InSight Telepsychiatry – On-Demand Services Division

Position Summary

InSight Telepsychiatry is seeking an Operations Manager to run the administrative staff and processes of its on-demand services division. This position provides operational leadership and oversight to healthcare organizations that participate in the delivery of on-demand care such as inpatient psychiatric and crisis intervention services.

This fast-paced position is an excellent opportunity for an entrepreneurially-minded individual who is passionate about transforming access to behavioral health care. The Operations Manager will collaborate with remote sites, providers and team members from around the country and work to deliver high quality behavioral health care through telehealth.

Organizational Overview

InSight is the leading national telepsychiatry organization with a mission to transform access to behavioral health care through innovative applications of technology. InSight has over 18 years of experience with telepsychiatry and serves over 225 organizations across 27 states with its on-demand, scheduled, connected services and Inpathy divisions. InSight is uniquely positioned to offer telepsychiatry services in settings such as hospitals, outpatient facilities, health centers, correctional facilities and universities. InSight has a diverse provider team, a robust internal infrastructure and a history of adapting its programs to fit the needs of a variety of different settings and populations. www.InSightTelepsychiatry.com

Job Responsibilities

- Work to design and maintain high quality telepsychiatry programs for all on-demand services partner organizations
- Provide daily support and administrative oversight of the team of remote on-demand services providers
- Oversee the implementation of new programs
- Manage administrative on-demand services team members including a program coordinator and a scheduling coordinator
 - o Hire and train additional team members as needed
- Work with other departments on efforts to improve ongoing, proactive account management for all partners
- Oversee operations of the InSight Access Center (call center)
- Supervise payroll for providers and administrative staff
- Work with operations team members to oversee the successful roll out of new systems and processes including AccessInSight, InSight's On-Demand telepsychiatry platform
- Manage a budget of corporate- and program-level expenses

- Develop and enforce practices and protocols to ensure that consumers receive an optimal treatment experience
- Participate in development and management of quality assurance activity
- Resolve provider or partner complaints
- Conduct administrative interviews with provider candidates
- Develop and manage project plans for implementation of new contracts and supervise the on-demand program coordinator to implement and run services
- Collaborate with medical affairs to ensure providers obtain and maintain appropriate licensure, credentials and payer enrollment
- Partner with clinical leadership to set and monitor performance of providers according to clinical standards and guidelines
- Collaborate with department heads to maintain aligned efforts in: sales, recruitment, marketing, medical affairs, quality, compliance, IT, product management, etc.
- All other duties as assigned

Job Requirements

- Bachelor's degree in Health Services Administration, Business Administration or other related field
- At least three years of medical office, hospital or mental health outpatient clinic experience with knowledge of emergency department and inpatient hospital operations
- Working knowledge of credentialing and HIPAA
- Critical thinker with strong tactical, intuitive, reactive and holistic decision-making skills
- Strong interpersonal skills with an emphasis on customer service and patient relations
- Flexible and able to function in a fast-paced environment
- Comfort working with technology
- Comfort working with a remote team

Ideal Candidate

- Administrative leadership or mid-level management experience in behavioral health
- Telehealth or telemedicine experience
- Looking for a place to grow both professionally and personally

Logistics

- Position available June 2017
- Position based in Marlton, NJ
- Possible opportunity for telework/ flexible schedule options
- Reports to the InSight Director of Operations

To apply, please send your resume and a customized cover letter to sshafer@in-sight.net.

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is regularly required to stand, walk, and talk or hear. The employee frequently is required to use hands to finger, handle, or feel objects, tools, or controls; reach with hands and arms; and climb or balance. The employee is occasionally required to sit and stoop, kneel, crouch, or crawl. The employee must frequently lift and/or move up to 50 pounds. Specific vision abilities required by this job include close vision, distance vision, peripheral vision, depth perception, and the ability to adjust focus.

EOE M/V/F/D