

## Program Coordinator

InSight Telepsychiatry – Connected Services Division

### Position Summary

InSight Telepsychiatry is seeking a Program Coordinator for our Connected Services division to develop and manage an implementation plan for programs requiring connected services. Connected service programs serve hospitals, clinics and other behavioral health care organizations by integrating InSight's team of telepsychiatry providers. This fast-paced position is an excellent opportunity for an entrepreneurially minded individual who has interest in health care administration, project management, mental health care and telemedicine. The Program Coordinator will connect regularly with a national team of colleagues and partner organizations all over the United States. In addition, the program coordinator is largely responsible for program implementation and ongoing partner relations and reports to the Connected Services Operations Manager.

### Organization Overview

InSight is the leading national telepsychiatry service provider organization with a mission to increase access to quality behavioral health care through telehealth. InSight's behavioral health providers bring care into any setting on an on-demand or scheduled basis. With 18+ years of telepsychiatry experience and an active footprint in telepsychiatry-related advocacy, InSight is recognized as an industry thought-leader. InSight is the telemedicine arm of the CFG Health Network, a behavioral health organization that delivers onsite services across the spectrum of care. These roots in onsite care influence InSight's approach to appropriate, quality services delivered through telehealth. [www.InSightTelepsychiatry.com](http://www.InSightTelepsychiatry.com)

### Job Responsibilities

- Develop and manage an implementation plan for new partners
- Serve as the primary point of contact for partners, acting as a liaison between InSight's partners and InSight administrative team members
- Identify variances from the implementation plan and escalate issues to appropriate team member if progress is challenged
- Schedule phone, video and content sharing meetings between InSight and its partners
- Create mock schedules before implementation plan launch
- Verify schedules of providers, partners and managers, and resolve any scheduling challenges like unexpected provider absences or changes
- Share notes, deliverables, action items and next steps after meetings in order to maintain the implementation plan's process and timeline
- Document contact lists, forms and other information from partner sites
- Manage partner needs and provider qualifications
- Assist partners with Payroll, and distribute hours-worked reconciliation reports to partner organizations regularly
- Communicate progress, tasks, outstanding items and deliverable dates via email and phone
- Assist operations, recruitment or medical affairs team with projects as needed
- All other duties, as assigned

## Job Requirements

- Bachelor's degree in related field
- At least two (2) years of professional office experience
- At least one (1) year of healthcare administration experience
- Scheduling experience
- Superb organizational and problem solving skills
- Ability to work under pressure
- Exceptional phone and email communication skills
- Professional demeanor

## Logistics

- Position available July 2017
- Position located in Marlton, NJ
- Full-time with potential opportunity for flexible work schedule
- FLSA Status: Exempt
- Reports to the Connected Services Operations Manager

To apply, please send your resume and a customized cover letter to [sshafer@in.sight.net](mailto: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