

Program Coordinator

InSight Telepsychiatry – Scheduled Services

Position Summary

InSight Telepsychiatry is seeking a program coordinator for our scheduled services division to support partner relations and manage implementations. Scheduled service programs serve community mental health, primary care and other behavioral health care organizations by integrating InSight's team of telepsychiatry providers. This fast-paced position is an excellent opportunity for an individual who has interest in health care administration, project management, mental health care and telemedicine. The program coordinator will report to the scheduled services operations manager and connect regularly with a national team of colleagues and partner organizations located all over the United States.

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, scheduled or connected services basis. With over 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

Job Responsibilities

- Support program implementations through project management
 - o Coordinate sharing of notes, documentation, contact lists, local resource collection, etc.
 - o Schedule phone, video and content sharing meetings between InSight and its partners
- Support packaging of material for providers, partners and internal teams
 - o Launch implementation presentations including internal go-live messaging, workflows, provider introductions, etc.
- Deliver provider and program transitions
 - o Act as the project manager to transition providers within existing programs
 - o Partner with onboarding and other operations teams to identify correct provider
 - o Use databases and other internal tools to make a decision on providers that best "fit" a program
- Assist with timesheets, payroll entry, time off, schedules, expenses for providers
- Conduct a bi-weekly timesheet reconciliation with partners
- Maintain up to date partner and provider profiles in Salesforce
 - o Track notes, encounters, relevant data and contacts
- Monitor salesforce dashboards, medical affairs reports and checklists and escalate any variances
- Serve as a supplemental point of contact for partners, acting as a liaison between InSight's partners and administrative team members
- Verify schedules of providers, partners and managers and resolve any scheduling challenges like unexpected provider absences or changes
- Communicate progress, tasks, outstanding items and deliverable dates via email and phone
- Assist internal team members and departments with projects, as assigned
- All other duties, as assigned

Job Requirements

- Bachelor's degree in healthcare administration, project management or related field
- Superb organizational, time management and problem solving skills
- Exceptional written and verbal communication skills
- Quick thinker and decision maker
- Task oriented
- Professional demeanor

Ideal Candidate

- Salesforce experience
- Experience with Prezi
- Desire to grow and develop with the organization
- Comfortable working with a remote team
- Independent worker
- Ability to multitask

Logistics

- Position available November 2017
- Position based in Marlton, NJ or Lynchburg, VA
- Full-time with potential opportunity for flexible work schedule
- Reports to the scheduled services operations manager
- FLSA Status: Exempt

To apply, please send your resume and a customized cover letter to jnapoli@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