

Internal Operations Director

InSight Telepsychiatry – Internal Operations

Position Summary

InSight Telepsychiatry is seeking an internal operations director to set the direction for and to oversee the internal support departments. The right person is an operational leader ready to manage the quality and productivity of a handful of multifaceted internal departments, while embracing disruptive healthcare solutions. The internal operations director will need to leverage their skills and experience in order to strategically guide and support managers and staff. A focus of this role will be ensuring that all internal departments deliver excellent customer service, as InSight works towards its mission of transforming access to care through telehealth. The internal operations director will develop a scalable infrastructure to grow quickly at the national level, while supporting alignment of all aspects of the business. This fast-paced position is an excellent fit for an entrepreneurially-minded individual who is excited about the complexities and opportunities that come with working for a rapidly growing organization.

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 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

- Set direction, create goals and deliverables for the supported departments
- Support alignment of all aspect of business
- Develop scalable infrastructure to grow at the national level
- Develop and implement strategies to improve InSight's operations, services and the connection between interdependent departments
- Create and execute an annual strategic plan for internal operations, including prioritized initiatives for organizational improvement
- Supported departments and their primary goals include:
 - o Medical Affairs
 - Improve and enhance licensing, privileging and enrollment database management
 - Maintain contracted individuals for completing jobs within above functions
 - Maintain vendor relationships with agencies performing above functions
 - o Quality Assurance
 - Improve and oversee chart review, customer and provider satisfaction and outcomes measurement
 - o Compliance
 - Track the regulatory landscape and help develop growth plans accordingly

- Ensure HIPAA compliance and security of PHI
- Reviewing customer contracts and acting as a liaison to outside legal counsel
- Systems
 - Central administration of key systems that will grow with our organization, including Salesforce, AccessInSight and Inpathy
 - Oversight of end user support function for video telebehavioral health platforms
- Process and Projects
 - Works to foster rapid process improvement, project management and process mapping across InSight
 - Support change management and CQI concepts across entire organization
- Directly manage
 - Medical Affairs Manager
 - Quality Manager
 - Compliance Manager
 - Product Manager
 - Processes and Projects Manager
 - Executive Assistant who is the assistant to CEO and CFO
- All other duties as assigned

Job Requirements

- Master's degree in Health Services Administration, Business Administration or related field
- Approximately 10 years of experience in the healthcare industry, preferably behavioral health
- At least seven years of management experience, leading no fewer than five people
- Strong background in healthcare operations, with an emphasis on quality, change management and process improvement
- Critical thinker with strong tactical, intuitive and holistic decision-making skills
- Strong interpersonal skills with an emphasis on customer service and patient relations
- A doer, with leadership skills and an ability to see how details paint a big picture
- Clear evidence of embracing disruptive technologies within career

Ideal Candidate

- Experience in behavioral health
- Telehealth or telemedicine experience
- LEAN Certifications preferably SIX SIGMA Black Belt
- Proven track record of change management and process improvement
- Medical Affairs experience, such as licensing, credentialing and/or enrollment
- Contact/call center management experience

Logistics

- Position available ASAP
- Position based in Marlton, NJ with periodic remote work options available
- Possible opportunity for telework/ flexible schedule options
- Reports to the COO (CEO in Interim)

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