

# Shift Coordinator

InSight Telepsychiatry – Access Center

## Position Summary

InSight Telepsychiatry is seeking several shift coordinators to lead the daily activities of the InSight Access Center in Marlton, NJ. This fast-paced position is an excellent opportunity for organized, results-driven individuals. The responsibilities for this position will include implementing a number of initiatives for and overseeing the operational aspects of the access center. This position reports to the access center assistant manager.

## Access Center Overview

More than a call center, InSight's 24/7/365 Access Center is the central point of contact for organizations, individuals and providers accessing behavioral health services nationwide. The Access Center serves as the nucleolus for InSight's on-demand service division and works to ensure that telepsychiatry encounters are conducted effectively and efficiently. InSight's on-demand telepsychiatry platform, AccessInSight, is monitored 24/7 by the Access Center. Representatives in the Access Center monitor call volume and flow, and can input requests directly into the system on behalf of InSight's partners.

## 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](http://www.InSightTelepsychiatry.com)

## Job Responsibilities

- Handle a high volume of calls from community members and behavioral health organizations requesting assistance with accessing behavioral health services
- Prioritize cases based on shifting needs and resources
- Work with on-call providers, such as physicians, to help triage their requests, organize their workload, send and secure documentation and communicate with organizations
- Document all requests and encounters into a database
- Manage resources, systems and requirements from a variety of organizations and translate pertinent information to on-call providers and administrators
- Conduct video and phone test calls, as well as perform basic technology troubleshooting with organizations, providers and consumers as needed
- Monitor cases to ensure service level agreements (SLA) are maintained
- Follow cases from initiation through completion
- Provide daily, weekly and monthly SLA reports to leadership

- Provide weekly feedback on team performance to leadership
- Ensure staff adherence to Access Center SOP
- Proactively keep management informed of any issues that arise
- Monitor agent status and redistribute cases as needed
- Handle escalated calls from partners and providers
- Some weeknight and weekend on-call responsibility
- All other duties as assigned

### **Job Requirements**

- College degree preferred; high school diploma required
- 3+ years of work experience
- Basic understanding of hospital and behavioral health systems is required
- Working knowledge of MS Office
- Tech-savvy, with knowledge of telephone equipment and relevant computer programs
- Excellent organizational and leadership skills
- Ability to problem solve quickly under pressure with a high level of professionalism
- Independent worker
- Organizational and time-management skills
- Ability to multitask
- Comfortable working with a remote team

### **Ideal Candidate**

- Critical thinker and problem solver
- Leadership experience/Supervisory experience is a plus
- Confidence in giving direction to physicians
- Proven decision-maker who has experience with triaging issues based on logical, unwritten rules
- Strong communication skills

### **Logistics**

- Available January 2018
- Position based in Marlton, New Jersey
- Ability to work with dual monitors in multiple systems
- Ability to sit for an extended period of time
- Attendance at quarterly staff meetings
- Expected attendance during inclement weather
- Holiday coverage
- Multiple positions available; Full-time evening shift and possible Part-time positions available
  - o Part-time, minimum of 16-24 hours/week with a set schedule (mainly weekends)
  - o Mon-Fri 4PM-12AM, Sun-Thurs 12AM-8AM, Sat/Sun 2PM-10PM
- Reports to Access Center Assistant Manager

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