

# Implementation Manager

InSight Telepsychiatry – External Operations

## Position Summary

InSight Telepsychiatry has an immediate need for an implementation manager who will oversee new partner (customer) program implementation and enable new provider onboarding. This role will liaison regularly with other internal and external departments, including business development, medical affairs, recruitment, operations, information technology and human resources. External partners include hospitals, clinics and other healthcare facilities.

The successful candidate will have demonstrated implementation experience within healthcare and will understand the unique challenges and requirements of delivering clinical services amid a complex environment of licensure and credentialing. They would also have a proven ability to create and manage a flexible plan that expects resource issues, change orders and barriers. This person must have a strong acumen toward detail orientation without compromising the big picture and derive energy and excitement from a fast paced, growing and changing work environment and industry.

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

## Job Responsibilities

- Launch new partner programs, by transforming partner specifications into actual service delivery
  - o Develop and deliver a structured and replicable launch process, leaving considerable room for flexibility
  - o Oversee internal functions and processes necessary to launch the program
  - o Manage the program launch
- Act as a liaison between internal and external participants to convey tasks, requirements and timelines
- Ensure external functions and processes completion in alignment with program launch goals
- Assist with the development of unique workflow and processes for each program

- Help to develop requisite documentation, visual aids, training material and/or user guides, to empower internal and external program participants to deliver services as designed
- Deliver professional, partner-facing communication of good and bad news
- Participate in monitoring of operations after launch
- Implement improvements for future programs
- Assist program coordinators with implementations as needed
- Other duties as assigned

### **Job Requirements**

- Bachelor's degree and at least five years implementation experience within the healthcare industry
- Two years of project management experience
- Formal project management training
- Demonstrated experience managing people and processes that are outside of a direct report
- Exceptional written and verbal communication skills that are tailored to unique and varied audiences

### **Ideal Candidate**

- MS/MBA
- Experience in behavioral health
- Salesforce experience
- Telemedicine experience
- Demonstrated success in project/program implementation, with a dedication to customer satisfaction
- Experience managing or collaborating with physicians
- LEAN/Six Sigma
- Mastery of Microsoft Office Suite (Outlook, Word, Excel, PowerPoint, Visio) and experience using project management tools and customer relationship management (CRM) databases

### **Logistics**

- Position available immediately
- Position based in Marlton, NJ
- Reports to External Operations Director

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*