

# Program Coordinator

InSight Telepsychiatry – Scheduled Services

## Position Summary

InSight Telepsychiatry is seeking a program coordinator for its scheduled services division to support partner relations and manage program implementations. Scheduled service programs serve community mental health centers, 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 lead program coordinator 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 transform access to quality behavioral health care through innovative applications of technology. InSight has two decades of experience with telepsychiatry, and serves hundreds of organizations across the country with its on-demand, scheduled, connected services and Inpathy divisions. InSight is uniquely positioned to offer scalable telepsychiatry services in settings across the continuum of care. 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

- 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 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 are best suited for a program
- Assist with timesheets, payroll entry, time off, schedules and expenses for providers
- Support bi-weekly timesheet reconciliation with partners
- Maintain up-to-date partner 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, such as unexpected provider absences or last-minute schedule 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
- Desire to grow and develop with the organization
- Comfortable working with a remote team
- Independent worker
- Ability to multitask

### **Logistics**

- Position available December 2018
- Position based in Marlton, NJ or Lynchburg, VA
- Full-time with potential opportunity for flexible work schedule
- Reports to the Scheduled Services Lead Program Coordinator
- FLSA Status: Exempt

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