

# Scheduling Coordinator

InSight Telepsychiatry – On Demand Operations

## Position Summary

InSight Telepsychiatry is seeking a scheduler to work in Marlton, NJ and connect regularly to a national team of colleagues. This fast-paced position is an excellent opportunity for a hyper-organized and entrepreneurially minded individual who has health care or telemedicine experience. This position is largely responsible for scheduling all of our telepsychiatry providers with the various partner organizations that they serve. The scheduling coordinator will report to the On Demand Operations Manager.

## 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

- Create a dynamic master schedule each month, which includes:
  - Combining approximately small schedules based on a provider's licensure, credentials and privileges
  - Taking into consideration providers' time-off requests
- Maintain current and future schedules for both hospital and community based programs.
- Track providers who pick up and drop shifts and change schedules and adapt accordingly.
- Assist Provider Payroll
  - Enter payroll into a web based system for providers every other week
    - Reconcile payroll from various record keeping platforms and enter into the web based system
    - Correspond with specific providers to address questions or discrepancies
- Collaborate with InSight's Program Coordinators and Provider Onboarding Coordinator to discuss provider availability for hospital and community based programs
- Maintain providers credentialing and AccessInSight portal
- Work with the On Demand Clinical Specialist to coordinator EMR trainings
- On-call responsibilities

- Respond to partner inquires
- Create sample schedules for new partners to view during implementation
- Find coverage for open shifts for the current month's schedule
  - Communicate strategically via email and telephone with providers to fulfill open shifts
  - Contact new providers to determine their availability and coordinate start dates
  - Review scheduling needs with the Operations Manager and Associate Medical Director as needed
- Meet with the Associate Medical Director and Operations Manager to discuss future schedules
- Conduct quarterly check-ins with providers
- Manage a segment of a provider incentive program
- Help monitor site specific volume and assist with strategic scheduling decisions to ensure appropriate provider capacity
- Other duties as assigned

#### **Job Requirements**

- High school diploma required, bachelor's degree preferred, or a combination of education and commensurate professional experience
- Strong organization and time management skills
- Independent worker
- Comfortable working with a remote team
- Prior experience with medical staff scheduling highly preferred
- Experience with web based payroll systems (e.g., Kronos, Utlipro, etc.) preferred
- Experience with web based scheduling programs (e.g., Shiftboard, Kronos, etc.) preferred

#### **Ideal Candidate**

- Detailed oriented – Ideal candidate needs to review very specific information, including comparing work shifts to state licensure and facility credentials
- Technology competence – Ideal candidate needs to be proficient with basic computer functions and MS Office products. Prior experience with processing payroll and web based systems preferred
- Ability to multi-task – Ideal candidate will need to multi-task between emergent scheduling needs, projected schedules and other related administrative tasks
- Friendly – Ideal candidate will be required to build a rapport with a variety of providers, including soliciting additional availability, sometimes on an emergent basis
- Collaborative – Ideal candidate will be required to collaborate and work within a multifaceted team, including providers and administrative professionals

#### **Logistics**

- Position available February 2019

- Position based in Marlton, NJ
- Onsite required
- Reports to the On Demand Operations Manager

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