

# Operations Manager

InSight Telepsychiatry – Scheduled Services

## Position Summary

InSight Telepsychiatry is seeking an operations manager to support the growth and success of the external operations team. Our programs serve the community of mental health, 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 a proven leader who has a background in healthcare administration, project management, mental health care and telemedicine. The operations manager will report to the director operations and connect regularly with a national team of colleagues and partner organizations located all over the United States.

## Organizational 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

- Actively manage a large portfolio of accounts by engaging and collaborating with partner (clients) to understand and deliver on program needs
- Prepare, manage and regularly report on the annual budget for active accounts including revenue, COGS and expenses
- Establish and maintain a thorough understanding of each of our partner organizations and the communities that they serve
- Work with the implementation team and other departments to advance our operational success in streamlining program launches, reducing implementation churn and keeping partners engaged through difficult launches
- Lead and develop direct reports to assist in the management of account activity
- Hire and train additional team members as needed
- Develop and consistently enforce practices and protocols to ensure that consumers receive an optimal treatment experience
- Oversee the management of quality assurance activity for all scheduled services programs
- Resolve partner complaints quickly and effectively

- Conduct administrative interviews with provider candidates
- Partner with clinical leadership and the talent team to set and monitor performance of providers according to clinical standards
- Collaborate with department heads to maintain aligned efforts in: sales, recruitment, marketing, medical affairs, quality, compliance, IT, product management, etc.
- All other duties as assigned

### **Job Requirements**

- Master's degree in healthcare administration, project management or related field
- 7-10 years of relevant experience
- Superb leadership, organizational, time management and problem solving skills
- Exceptional written and verbal communication skills
- Quick thinker and decision maker
- Working knowledge of credentialing and HIPAA
- Critical thinker with strong tactical, intuitive, reactive and holistic decision-making skills
- Strong interpersonal skills with an emphasis on customer service and patient relations
- Flexible and able to function in a fast-paced environment
- Comfort working with technology

### **Ideal Candidate**

- Experience with outpatient health care settings
- Strategic and critical thinker
- Ability to multitask
- Desire to grow and develop other team members
- Salesforce experience
- Comfortable working with a remote team
- Strong Microsoft Office experience

### **Logistics**

- Position available February 2019
- Position based in Marlton, NJ
- Possible opportunity for telework/ flexible schedule options

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