

Lead Program Coordinator

InSight Telepsychiatry – Scheduled Services

Position Summary

InSight Telepsychiatry is seeking a lead program coordinator for our scheduled services division to support partner relations and manage implementations. Scheduled service programs serve community 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 an individual who has interest in health care administration, project management, mental health care and telemedicine. The lead program coordinator will report to the scheduled services operations manager 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

Job Responsibilities

- Project manage program implementations
 - o Own implementation checklists for each implementation
 - o Deliver regular communication with partner throughout implementation
- Manage relationships with scheduled telepsychiatry providers
 - o Conduct regular proactive contact
 - o Seek to maximize all providers and encourage them to grow within and across InSight
 - o Share relevant program and division information through memos, emails and calls
 - o Assist with timesheets, payroll entry, time off, schedules, expenses for providers as needed
- Work with talent team to fit current and new telepsychiatry providers to new programs
 - o Use databases and other internal tools to make a decision on providers that best “fit” a program
- Provide day to day support to the program coordinator
 - o Help set priorities
 - o Help solve problems
 - o Teach how to perform tasks
- Support proactive account management
 - o Help operations manager maintain meaningful, regular contact with all partners
 - o Support resolution of customer issues or problems
- Maintain up to date partner and provider profiles in Salesforce
 - o Track notes, encounters, relevant data and contacts
 - o Monitor salesforce dashboards, medical affairs reports, & checklists and escalate any variances
- Assist internal team members and departments with projects, as assigned
- All other duties, as assigned

Job Requirements

- Bachelors in healthcare administration, project management or related field (Masters preferred)
- 3-5 years of relevant experience
- Superb organizational, time management and problem solving skills
- Exceptional written and verbal communication skills
- Quick thinker and decision maker
- Task oriented
- Professional demeanor

Logistics

- Position available immediately
- Position based in Marlton, NJ
- Full-time with potential opportunity for flexible work schedule
- Reports to the scheduled services operations manager
- FLSA Status: Exempt

To apply, please send your resume and a customized cover letter 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