

CLINICIAN SUCCESS MANAGER

InSight + Regroup – Scheduled Services Department

Position Summary

InSight + Regroup is seeking a Clinician Success Manager who will focus on onboarding, training, supporting, managing and serving as primary point of contact for Regroup clinicians (psychiatrists, psychiatric nurse practitioners and therapists located across the US). This work is critical in enabling our clinicians to effectively deliver essential mental health care via telehealth to a broad network of health entity partners.

Organization Overview

InSight + Regroup is the leading and largest telepsychiatry service provider in the US with a mission to transform access to quality behavioral health care. InSight + Regroup serves hundreds of organizations and individuals in various settings across the continuum of care with its on-demand, scheduled services and direct-to-consumer (Inpathy) divisions. Given its size, diversity of services and extensive experience and expertise, InSight + Regroup is uniquely positioned to enable scalable telepsychiatry programs across the care continuum. As an industry thought leader, InSight + Regroup has helped shape the field, define the standard of care and advocate for improved telepsychiatry-friendly regulations. To learn more, visit www.InSightTelepsychiatry.com and www.ReggroupTelehealth.com.

Job Responsibilities

- Onboard and train new clinicians (both full-time employees and contractors)
- Maintain positive day-to-day relationships with clinicians as their primary point of contact
- Deliver on a cadence of clinician engagement and communication to increase clinician retention
- Foster a supportive and positive professional community between all clinicians
- Prioritize and resolve clinician issues as they arise in coordination with other team members
- Facilitate process of pairing clinicians with staffing assignments with health entity partners
- Ensure timely completion of clinician success tasks and administrative tasks, and support other departments such as Medical Affairs and technology teams in their completion of tasks that require clinician input and timely response
- Ensure that clinician schedule is maintained accurately to reflect time-off, holidays, and other schedule changes
- Assist in clinician payroll process to ensure accurate and timely payment of clinicians
- Devise and support a variety of activities and initiatives designed to foster clinician engagement and satisfaction
- Improve InSight + Regroup's Clinician Relations systems and processes

Job Requirements

- Bachelor's degree required; relevant graduate degree in behavioral health or healthcare preferred
- 2+ years of applicable experience
- Exceptional computer skills with ability to pick up new applications quickly
- Ability to independently and confidently manage relationships and complex conversations with clinicians
- Problem-solving and collaboration around complex challenges
- Excellent organization, time management and multitasking skills
- High performance with respect to accurate, timely task execution; strong attention to detail
- Ability to adapt and learn quickly in a fast-paced environment that places high value on continuous improvement
- A strong interest in impacting the future of behavioral health in the US

Logistics

- Position available immediately
- Position based in Mt. Laurel, NJ, or Chicago, IL; however, we will consider remotely located candidates
- Full-time employment
- Reports to the Vice President of Scheduled Services

To apply, please send your resume and a customized cover letter to InSightHR@in-sight.net.