

CLINICIAN SUCCESS MANAGER

InSight + Regroup

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.RegroupTelehealth.com.

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 InSight + Regroup clinicians (psychiatrists, psychiatric nurse practitioners, and therapists located across the U.S). This work is critical to enabling our clinicians to effectively deliver essential mental health care via telehealth to a broad network of health entity partners.

In addition to competitive pay and attractive benefits, we offer ongoing mentoring designed to support on-the-job activities and quickly build the skills you will need to become an impactful healthcare executive. We will help strengthen your strategic thinking, business writing, communication, and problem-solving skills, which are key competencies to advance to the next level at InSight + Regroup and in your career overall.

Job Responsibilities

- Welcome, onboard and train new clinicians (both full-time employees and contractors) joining InSight + Regroup
- Maintain positive day-to-day relationship 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 clinicians
- Prioritize and resolve clinician issues as they arise in coordination with team members
- Facilitate process of pairing clinicians with staffing assignments at InSight + Regroup's 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
- Contribute to building an exceptional and positive culture

Job Requirements

- Bachelor's degree required; relevant graduate degree in behavioral health or healthcare preferred
- 2+ years of clinician success/provider relations experience or very similar role in a demanding healthcare environment, specifically interacting with and supporting physicians
- A strong interest in impacting the future of behavioral health in the U.S.
- Ability to independently and confidently manage relationships and complex conversations with clinicians of all levels of experience and seniority, such as understanding and negotiating around areas of dissatisfaction or concern, over the phone, in person and via video conference
- Approachable yet assertive style when it comes to problem-solving and collaboration around complex challenges
- Ability to consider multiple aspects of clinician and health entity partner satisfaction, as well as InSight + Regroup business objectives, in making decisions
- 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
- Exceptional computer skills with ability to pick up new applications quickly

Job Includes

- Numerous professional development opportunities
- Competitive compensation, paid time-off, attractive benefits
- A fast-paced, friendly, supportive, ambitious culture

Logistics

- Position available immediately
- InSight + Regroup has offices in Mt. Laurel, NJ and Chicago, IL; however, we will consider remotely located candidates

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