

SHIFT COORDINATOR

InSight + Regroup – Access Center

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 Shift Coordinator to lead the daily activities of the InSight + Regroup Access Center in Mt. Laurel, NJ. This fast-paced position is an excellent opportunity for organized, results-driven individuals. The responsibilities for this position will include implementing a number of initiatives and overseeing the operational aspects of the Access Center.

Job Responsibilities

- Handle a high volume of calls from community members and behavioral health organizations requesting assistance with accessing behavioral health services
- Prioritize cases based on shifting needs and resources
- Work with on-call clinicians, such as physicians, to help triage their requests, organize their workload, send and secure documentation and communicate with organizations
- Document all requests and encounters into a database
- Manage resources, systems and requirements from a variety of organizations and translate pertinent information to on-call clinicians and administrators
- Conduct video and phone test calls, as well as perform basic technology troubleshooting with organizations, clinicians and consumers as needed
- Monitor cases to ensure service level agreements (SLA) are maintained

Job Requirements

- College degree preferred; high school diploma required
- 3+ years of work experience
- Capacity to work a minimum of 30 hours/wk avg. with at least one weekend shift/wk.
- Basic understanding of hospital and behavioral health systems is required
- Tech-savvy, with knowledge of telephone equipment and relevant computer programs
- Positive attitude and encouragement of team collaboration and development of ACRs

- Support company mission and objectives
- Excellent organizational and leadership skills
- Ability to problem solve quickly under pressure with a high level of professionalism
- Promotion of company to support growth and expansion
- Independent worker
- Organizational and time-management skills
- Ability to multitask

Ideal Candidate

- Critical thinker and problem solver
- Leadership experience/Supervisory experience is a plus
- Confidence in giving direction to physicians
- Proven decision-maker who has experience with triaging issues based on logical, unwritten rules
- Strong communication skills

Goals and Objectives

- 95% calls answered for shifts supervised
- 85% on-time delivery percentage for shifts supervised
- Assist with the ongoing development of systems and procedures to maximize the efficacy of the Access Center

Logistics

- Available immediately
- Position based in Mt. Laurel, New Jersey
- Full-time Employment
- Reports to Access Center Sr. Manager
- FLSA Status: Non-exempt, hourly

Signature

Date
