

JOB DESCRIPTION

Telehealth Project Coordinator

EDUCATION: High School diploma or equivalent. College degree preferred.

SKILLS: Excellent project management and technology skills; Ability to coordinate multiple concurrent tasks in collaboration with colleagues in various departments; Bilingual in English/Spanish preferred.

REPORTS TO: Chief Operating Officer

PHYSICAL AND MENTAL REQUIREMENTS: See reverse

DESCRIPTION: The Telehealth Project Coordinator will play a key role in the expansion of telehealth services offered by Family Health Center, especially telehealth partnerships with local schools and community-based organizations. The Coordinator will ensure that Clinical, IT, Informatics and Operations staff work seamlessly to plan and implement telehealth services that will expand access to healthcare for Family Health Center patients.

PRIMARY DUTIES:

- Coordinate activities of staff from multiple departments to plan and implement telehealth services
- Support recently launched school telehealth project, including monitoring and troubleshooting project performance and collecting project data
- Build project management plan utilizing Smartsheet project management software
- Develop internal and external telehealth implementation guides, including key tasks, timelines and workflows
- Lead planning and implementation of new telehealth initiatives
- Coordinate and facilitate internal working group meetings to maximize efficient use of time and effective project implementation
- Interface with partner organizations during project planning and implementation phases
- Plan and implement internal and external marketing efforts to increase adoption of telehealth services
- Assist with patient registration activities to support telehealth expansion
- Analyze project data and provide performance reports to COO and other internal stakeholders
- Support efforts to integrate telehealth services with other clinical services and workflows

OTHER DUTIES:

- As needed, develop familiarity with technologies related to telehealth and troubleshoot technology problems when appropriate
- Other duties as assigned by supervisor.

PHYSICAL AND MENTAL JOB REQUIREMENTS:

- Dependable vehicle
- Visual and auditory accuracy
- Indoor setting
- Shift length- 8 hours
- Frequent use of computer
- Frequent standing and walking
- Extensive sitting
- Frequent telephone usage
- Continuous conversational communication
- Continuous repetitive grasping and manipulation of both hands
- Occasionally working in confined, noisy areas
- Occasional exposure to patient with communicable diseases
- Understand/ carry out simple/detailed, oral/written instructions
- Memorize and retain instructions
- Read and interpret detailed specifications
- Able to respond quickly and calmly in medical emergencies
- Working under pressure with little or no supervision
- Team player
- Usage of different office machines (i.e. copier, fax, card printer, scanner, calculator, etc.)

To apply, please email mpolk@wacofhc.org