

## **Position Title – Clinical & Quality Program Coordinator – Behavioral/Mental Health**

### **Role Description:**

The Program Coordinator will manage all assigned projects, service/data requests, and quality/clinical deliverables. It is the incumbent's job to make sure the framework for requests is well-organized and that the process runs smoothly.

### **Responsibilities:**

- Creates and nurtures relationships to develop a network of enthusiastic stakeholders engaged via active participation in the success of programs/projects.
- Manages multiple project requests and priorities at any given time.
- Initiates and coordinates/ participates in meetings as requested or needed for projects.
- Establishes timelines and monitors internal and external work plans.
- Facilitates and reports on specific existing projects through quality and clinical programs
- Develops weekly internal/external status reports and status recaps for NBHCC, ASO, Board of Directors and county stakeholders, paying close attention to ensuring takeaways, next steps, and target dates and assigned resources are appropriately captured.
- Assists in gathering, coordinating and dissemination of data for potential/existing internal NBHCC projects
- Works with ASO regional staff to ensure that the appropriate resources are allocated to complete tasks.
- Participates with NBHCC senior staff in the conceptualization, development and presentation of materials used in strategic initiatives/ proposals.
- Assist with drafting documentation including, but not limited to, project submittals, scope documents, schedules, project setup, implementation tracking, closeout documentation and ongoing monitoring tracking.
- Provide daily communication (verbal and written) with all internal stakeholders to ensure deadlines are met throughout the project lifecycle and to advise of project progress, shifts in timelines, changes in scope, and/or deliverables.
- Manage day-to-day administrative functions for designated projects such as organize and maintain department files and records, perform complex clerical duties and analytics, workplans, logic models, scorecards, etc.
- Support team members when implementing risk mitigation strategies.
- Assists as needed with chart reviews, audits and follow up with providers, managed care and other stakeholders
- Coordinates Stakeholder meetings and facilitates communication between the stakeholders throughout the request life cycle.
- Potential coordination with colleges and universities to facilitate research and analysis that mutually informs and links efforts with the education and behavioral health.
- Other duties as assigned.

### **Education, Skills & Qualifications**

- Bachelor's degree required, preferably in a clinical or social work discipline.
- At least 2 years of experience as a Clinical and/or Quality Program Coordinator or similar role is required.
- At least 2 years of experience successfully coordinating clinical and/or quality programs in physical, mental or behavioral health setting is required.

- Ability to effectively balance multiple priorities.
- Strong knowledge of the methods and tools utilized to support program coordination.
- Proficiency with Microsoft Office.
- Proficiency with data analysis and reporting.
- Excellent interpersonal and communication skills to foster cross-team collaboration.
- Highly organized with focused attention to detail