



Job Title: Multi-Share Program Coordinator

Department: Administration

Reports To: Greater Oregon Behavioral Health, Inc. (GOBHI) Executive Director

Purpose of Position: Responsible for planning, organizing and coordinating the development and implementation of the Multi-Share health coverage program in Union, Baker and Wallowa counties. This position will receive direction from both the GOBHI Executive Director and the Northeast Oregon Network (NEON) Executive Director. This position will have significant leadership expectations in terms of program planning and execution, necessitating a strong team based management approach. While the position will require close coordination with NEON Staff, it will not have direct supervisory authority over NEON employees

Summary of Essential Job Functions:

- Establish and maintain relationships with other agencies and organizations in the community in order to ensure community input and participation into Multi-Share program.
- In conjunction with GOBHI and NEON staff, develop and implement a claims system.
- Negotiate provider contracts, involving Nurse Care Coordinator with various Executive Directors and/or Chief Financial Officers as appropriate.
- Manage current pharmaceutical benefit program and software.
- Develop and implement marketing, sales and enrollment infrastructure and meet specified enrollment targets.
- Coordinate multi share program staff activities with Nurse Care Coordinator and Network Development Coordinator.
- Develop comprehensive program evaluation plans, including Return on Investment Analysis and Economic Impact Analysis, and ensure implementation of evaluation activities.
- Be the voice of multi-share program in local, state and national collaborations and public relations efforts.
- In conjunction with the Executive Directors of GOBHI and NEON, develop and monitor budgets for the multi-share program.
- Oversee the development and maintenance of non-clinical Community Health Alliance (CHA) Program Policies and Procedures.
- Responsible for all required program reports, including quarterly reports to both NEON and GOBHI Boards of Directors.
- Participate in NEON standing committees as assigned.

- Maintain confidentiality of patient/business records, and assure confidentiality in inter-organizational proprietary information flow, as appropriate
- Other duties as assigned

Competencies and Skills Requirements:

- Written and verbal communication skills: Effectively presents and explains information to all socio-economic levels of people
- Active Listening: Gives full attention to what other people are saying, takes time to understand the points being made, asks questions as appropriate, and does not interrupt at inappropriate times.
- Influence skills: Creates respectful working relationships with a range of people; effectively works with others to achieve results
- Excellent organizational and planning skills: Detail-oriented; follows through
- Interpersonal skills: Communicates well with people; relates to individual, families and communities of varied ethnic, cultural backgrounds, ages and economic circumstances; approachable
- Flexibility: Initiates change, uses good judgment when responding to change and stays open to possibilities
- Networking ability: Reaches out to form key relationships and partnerships for GOBHI and NEON; represents both organizations at appropriate times
- Objective problem solving skills: Influences others to seek solutions and take positive actions
- Customer and Client Focus: Treats customers and clients with respect, assists in solving their problems and responds to their needs; measures own effectiveness based on customer/client perspective
- Sales Skills: Engages in ongoing contact with external customers and the public; conducts marketing presentations and cold calls.
- Personal Integrity: Handles highly sensitive and confidential information; uses good judgment to make decisions that affect other people, the financial resources, and/or the image and reputation of both organizations
- Effective presentation skills, including public speaking and meeting facilitation
- Technology Skills: Basic proficiency in Microsoft Office Professional, distance technology applications, and use of visual mapping tools. Microsoft Project experience preferred

Work Objectives Include but are not Limited to:

- Developing CHA objectives, work strategies, procedures and standards
- Organizing, planning, and prioritizing CHA team work , including scheduling
- Documenting/recording Information
- Monitoring client premium payments and sending monthly invoices
- Providing excellent customer service
- Developing and delivering community presentations
- Achieving enrollment and financial targets

Education and Experience Qualifications:

- Bachelor's Degree in Business, Health or Social/Human Services area required
- Master's Degree in a related field preferred

- Minimum of 5 years work experience in: Managing projects, including marketing, sales and fiscal management; convening community organizing efforts; participation in team based management systems
- Knowledge about and comfort in hospital/medical practice systems preferred

Physical Demands of Position:

- Requires extensive travel throughout rural Oregon, as well as occasional travel to other areas of the state. Valid Drivers License and personal vehicle required; mileage is reimbursed at IRS Rate

Disclaimer: The above statements are intended to describe the general nature and level of work being performed by people assigned to this classification. They are not to be construed as an exhaustive list of all responsibilities, duties, and skills required of personnel so classified. All personnel may be required to perform duties outside of their normal responsibilities from time to time, as needed.

Approved October 2011 _____ GOBHI CEO

Greater Oregon Behavioral Health, Inc. is an Equal Opportunity Employer

Greater Oregon Behavioral Health (GOBHI) announces a job opening for

Multi-Share Program Coordinator

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Work Objectives:

- Develop Community Health Alliance (CHA) objectives, work strategies, procedures and standards
- Organize, plan and prioritize CHA team work, including scheduling
- Document and record information
- Provide excellent customer service
- Develop and deliver community presentations
- Achieve enrollment and financial targets

Education and Experience Qualifications:

- Bachelor's Degree in Business, Health or Social/Human Services area required
- Master's Degree in a related field preferred
- Minimum of 5 years work experience in: managing projects (marketing, sales, and fiscal management); convening community organizing efforts; participating in team-based management systems
- Knowledge about and comfort in hospital/medical practice systems preferred

Additional Requirements:

- Requires extensive travel throughout rural Oregon, and occasional travel to other areas of the state
- Valid Driver's License and personal vehicle required; mileage is reimbursed at IRS Rate

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