

## Detailed Job Description

<b>Job title:</b>	<b>Program Coordinator</b>
<b>Reporting to:</b>	<b>Director, Health Plan Initiatives</b>
<b>Department:</b>	<b>Health Plan Initiatives</b>
<b>Hours:</b>	<b>Full-time 40 hours per week</b>
<b>Performance Review period:</b>	<b>Annual</b>
<b>Revision Date:</b>	<b>3-11-21</b>

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### Purpose of the position

This position is responsible for the coordination of projects (initiatives) to support internal and external stakeholders, ensuring all planning, enrollment, data collection and submission are completed timely and according to established goals of United Physicians and meet the project/initiative requirements. Provide administrative support including: scheduling, routing, preparing presentations/reports, monitoring time lines and staying abreast of changes.

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### Responsibilities & Duties

- Manage multiple ongoing programs with annual processes and short-term initiatives lasting a year or less.
- Effectively manage daily operations across key stakeholders which could include internal and external customers.
- Create and implement protocols and standard processes around schedules, communications, information routing, status reporting.
- Analyze initiative requirements to set milestones and targets that ensure timely and compliant completion of deliverables rolled up at an organizational level across all payer initiatives.
- Liaison between UP, internal departments and external customers.
- Provide administrative/operational support such as scheduling, preparing presentations, monitoring timelines and budgets, attending meetings, tracking and following up on deliverables, action items and acting as liaison to various departments within the organization.
- Create, maintain and execute plans, schedules and supporting deliverables designed to meet stated goals using departmentally established project management tools and principles.
- Manage the planning and implementation of each project and refine over time as changes or enhancements are necessary.
- Understand and communicate dependencies of activities and internal operations to facilitate organizational knowledge of how the project (initiative) impacts organizational performance.
- Ability to think about departmental work with a continuous improvement mindset resulting in refinement of work over time to drive operational efficiencies.
- Conduct data analysis of program information.
- Collaborate closely with the analytics team to outline the analysis approach necessary to support each initiative.

- Facilitate meetings and conference calls with interdisciplinary teams and external stakeholders acting in a collaborative and consultative capacity to ensure completion of required tasks and reports.
  - Communicate clearly both orally and in writing to internal and external stakeholders on routine basis to ensure successful implementation of projects.
  - Communicate any issues, problems, or additional information to Program Director and recommend solutions.
  - Ability to work independently, create own personal process to track information that can change frequently.
  - Record and distribute meeting agendas, actions and decisions.
  - Update and maintain project tools used by internal and external customers.
  - Perform other duties as assigned.
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## Qualifications

- Minimum of two years' health care experience.
  - Bachelor's Degree in Project Management, Business, Health Care Administration or related field.
  - Two years of project management or coordination experience - organizing, planning and executing projects from conception through implementation in a healthcare organization.
  - Excellent communication skills; ability to explain complex concepts in a simple way to internal and external stakeholders both written and verbal.
  - Excellent problem solving skills; ability to multi-task and solve complex problems.
  - Ability to work independently, within a team environment and communicate effectively with employees and external stakeholders at all levels.
  - Analytical & Critical thinking
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## Performance Skills

- Proven experience and comfortable working with Microsoft: Excel, Office, and PowerPoint
  - Experience with project management software (MS Project, Smartsheet, etc.)
  - Experience with a CRM tool (Salesforce, etc.)
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## 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 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