



POSITION PROFILE (PP)

Community Partner Relationship Manager

UNITED CONCIERGE MEDICINE



Position Profile (PP)
Community Partner Relationship Manager
Effective Date: March 3, 2020

OVERVIEW

PP Overview	
Market Facing Title:	Community Partner Relationship Manager
Internal Facing Title:	Community Partner Relationship Manager
Functional Organization:	United Concierge Medicine (UCM)
FLSA Classification:	Exempt
Reports to:	Vice President of EMS and Hospital Innovation

POSITION SUMMARY

The Community Partner Relationship Manager is responsible for planning and execution of external outreach to build the broad audience of partners for Virtual ER encounters through partnership with payers, government, and health care and emergency medical service providers. The Community Partner Relationship Manager will develop, implement, and grow relationships that integrate a broad spectrum of partners in a geographic market with the Virtual ER, with the ultimate goal of serving large enrolled populations through contracts with major governmental and private payers, such as Medicaid, Medicare, and private employer-based health insurance.

The position will be responsible for identifying potential stakeholders, establishing partnerships, aligning partner incentives, operationalizing partner participation, and giving partners the education and tools to promote Virtual ER utilization among eligible persons.

POSITION OBJECTIVE

The Community Partner Relationship Manager will support engagement and innovation to grow utilization of Emergency Medicine Triage as an established part of a community's health care infrastructure. By growing use of the Virtual ER, the Community Partner Relationship Manager will facilitate use of a convenient, effective, and efficient care pathway for persons with health care needs, reduce unnecessary ER utilization, and generate client service revenue for UCM.

FUNCTIONAL RESPONSIBILITIES AND DUTIES

The Community Partner Relationship Manager will have the following core responsibilities and duties:

- Implement, perfect, grow, and continually innovate organizational policies, procedures, workflows, education, and relationships to foster partner integration in to Virtual ER patient encounters. These partner organizations include, but are not limited to:
 - EMS Agencies
 - Local government Public Safety Answering Points (PSAPs)

- Develop, implement, perfect, grow, and continually innovate relationships with stakeholder organizations and constituencies to promote utilization of the Virtual ER. These organizations include, but are not limited to:
 - EMS Agencies
 - Local government Public Safety Answering Points (PSAPs)
 - Local government social service, homeland security, health, and other humans service departments
 - Hospitals and other health care institutions and provider organizations
 - Primary care physician practices
 - Community-based social welfare organizations
 - Community leaders and influences

- Facilitate education within stakeholder organizations and constituencies to build outreach and point-of-contact materials distribution to populations of likely and eligible users. This includes, but is not limited to:
 - Integration into case management, crisis services, and eligibility functions
 - Integration of government resources
 - Identification of frequent ER overutilizers
 - Outreach to population of likely users
 - Population health interventions and post-encounter follow-up
 - Gathering information and addressing social determinants

- Partner with other UCM team members to efficiently and effectively meet the customer service, information technology, data, communication, marketing, quality, risk management, and other infrastructure needs that are necessary to meet position objectives.



Other responsibilities include:

- Partner with marketing staff for social media and public affairs presence
- Assist UCM business development leaders in fostering new payer and government partnerships to maximize the enrollment of covered lives.
- Partner with UCM executives to ensure growth strategies are well-planned, visionary, and structured to maximize the potential for both immediate and long-term success
- Provide operations, health policy, legislative, and regulatory input
- Other duties as assigned

REQUIREMENTS

Education: Bachelor's degree in Health or Business Administration or Health Care Policy.

Experience: A minimum of 5 years of experience in health systems policy and leadership, business development, and/or constituency/client engagement.

The successful candidate must have impeccable organizational skills, an exemplary work ethic, a proven track record of effectively interacting with the executive management, the ability to effectively and strategically lead projects within the organization, and the team-oriented persona to collaborate with a broad group of constituents and stakeholders.

The candidate must be versatile, action-oriented, ethical, an excellent communicator, technologically savvy, and data driven. The successful candidate must have a desire to be part of health care change, a comfort with innovation and disruption, and understand the vision of helping people get the right care, in the right place, at the right time.

In addition, the following experience is desirable:

- Academic Credentials - This professional will need academic experience that supports:
 - foundational ability in health policy and operations,
 - constituency engagement,
 - the interface between public safety, emergency medical services, and the broader health care system, and
 - health or business finance/data/analytics.
- Health Care Experience - Experience as a health care or EMS provider and supervisor is preferred. This professional will need to relate to the operational paradigms and challenges that health care providers present when asked to integrate with the Virtual ER.

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- Experience Engaging People - This professional will be engaging people across professional spectrums and will need to be able to lead diverse discussions to consensus/conclusion.
- Project Leadership Skill – Operationally-focused, strategic, and ability to plan and execute multi-faceted projects across partnering organizations and the ability to simultaneously lead multiple projects. Problem solving skill that demonstrates independent leadership and expertise and the ability to engage the entire UCM team in a results-driven manner.