

## Position Description

Welcome to one of the toughest and most fulfilling ways to help people, including yourself. Join us and start doing your life's best work.

What makes your career greater with Prospero Health? You can improve the health of others and help heal the health care system. You can work in an incredible team culture; a clinical and business collaboration that is learning and evolving every day.

Our organization supports patients facing serious illness, including their families and caregivers. Our field-based clinical Interdisciplinary Teams (IDT) provide hands-on care and support in the patient's home. The National Care Support Center (CSC) in Memphis, TN plays a critical role in our organization by supporting the IDT, our patients, and their caregivers. In addition to both the Care Support and Engagement Services Teams, the CSC also includes the Administration Team:

- The Administration Team includes implementation project management, training/field support, and administrative resources responsible for ensuring timely and consistent tactical readiness for new market entry, growth readiness in existing markets, and ongoing administrative support of the CSC.
- The Administration Team also includes technical analysts responsible for scheduling/routing platform optimization as well as credentialing and billing/coding processes.

The **Director, Implementation** leads the implementation team consisting of project management, training/field support, and technical analysis resources responsible for scheduling/routing platform optimization. You will report directly to the **Vice President, Administration**. You will be responsible for the day-to-day operations of the implementation team, ensuring a culture consistent with our values and providing exceptional service to our associates.

## Primary Responsibilities

- Leadership of the implementation team.
- Responsible/accountable for the administrative and operational effectiveness of the team as measured by KPIs and performance goals.
- Identification and implementation of continuous process improvement opportunities across the team based on associate experience/feedback.
- Develop project plans/roadmaps to support timely and consistent new market implementation and growth targets within existing markets.
- Lead the selection and implementation/development of associated technical platform(s) and process(es) that optimize project management, and training/field support.
- Develop process and technology requirements that support team strategies.
- Build strong working relationships with key stakeholders across the organization including operational, clinical, and technology partners.
- Develop and optimize consistent, repeatable, and measurable processes to quickly adapt to changing business conditions.
- Promote a culture of exceptional service and continuous improvement that values learning and a commitment to quality.

- Mentor and develop staff using a supportive and collaborative approach on a consistent basis.
- Other duties, as required.

## **Requirements**

- Bachelor's degree or higher education
- 7+ years in healthcare administration/operations, with a strong track record of delivering results at or above plan.
- 3+ years of management experience.
- Experience in leading a highly productive team.
- Experience in analyzing and interpreting complex data and information in a planning and decision-making process.
- Compassion, professionalism, a strong sense of advocacy, and a commitment to going above and beyond to meet the needs of our patients, caregivers, and associates.

## **Preferred Qualifications:**

- Master's degree or higher education
- Experience managing teams in a multi-site or virtual environment.
- Experience in palliative care or hospice.
- PMP certification, LEAN, or Six Sigma

Prospero Health is an Equal Employment Opportunity/Affirmative Action employer and all qualified candidates will receive consideration for employment without regard to race, color, religion, sex, age, national origin, protected veteran status, disability status, sexual orientation, gender identity or expression, marital status, genetic information, or any other characteristic protected by law.

Prospero Health is a drug-free workplace. Candidates are required to pass a drug test before beginning employment.