

Program Specialist

Job Title	Telehealth and Outreach Program Specialist
Department/Program	Delta Region Community Health System Development Program (DRCHSD)
Reports to	Program Manager
Location	Duluth, MN or Telecommute, preference for Delta Region
Class	Full-time; Exempt
Grade	5a

This job description in no way states or implies that these are the only duties to be performed by the employee occupying this position. Employees may be required to follow other job-related instructions and to perform other job-related duties as requested, subject to all applicable state and federal laws. Certain job functions described herein may be subject to possible modification in accordance with applicable state and federal laws.

Job Summary

The National Rural Health Resource Center (The Center) seeks a Telehealth and Outreach Program Specialist located in Duluth, MN or working remotely in southern states, with preference in the Mississippi [Delta Region](#). It includes a comprehensive benefit package. Center hours of operation are 8:00 am to 4:30 pm Central Time, Monday through Friday; however, personal work hours may vary.

The ideal candidate should have at least four years of experience in health care, telehealth and virtual care models, business or public administration or a related area. Knowledge of Delta Region and rural health issues, health equity, and disparities are desired. In addition, the candidate should have experience working in a team environment and be capable of independent decision-making. Effective written and oral communication skills to include presentation and facilitation experience and possess excellent relationship-building skills are necessary. Experience preferred with working remotely and with Microsoft Office Teams, and Zoom Meetings or similar platform.

Essential Job Functions

- Works with team to provide education, coaching and technical assistance to rural health providers (including rural hospitals, clinics, providers, state and federal organizations and rural health policy makers) to identify educational needs and emerging trends within telehealth and program goal areas to support planning and development, and sustainability
- Deliver presentations and education content to customers through a various mode of communications to include phone, face-to-face, remote presentation technology on a one-to-one basis and through group discussions.
- Work with team to coordinate and provide technical assistance services to ensure a productive, efficient team environment.
- Work with team on the completion of regular reporting requirements (including evaluation and information tracking processes) and perform analysis.
- Work collaboratively onsite and remotely in a team environment to collect best practices from rural communities, write program reports, provide direct technical assistance, develop and promote resources and tools, and improve technical assistance service delivery.
- Participate in organizational team meetings, rural health conferences and workshops as appropriate. Other regular and ad hoc duties as assigned.

Program Specific Job Functions

- Support program activities:
 - Provide direct assistance to the Program Manager to support day to day activities of telehealth and outreach activities to include planning, development and delivery/dissemination of annual summits, monthly newsletters, state partner email correspondence and bi-annual webinar updates, advisory committee meetings and presentations, educational trainings, and online resources, guides, and toolkits
 - Provide direct support to Program Manager by developing and reviewing program reports to include gathering, collating, and entering team informational updates to ensure consistent messaging
 - Develop templates, tools, and guides topics to support hospitals and clinics with ongoing education to meet program goals

- Work collaboratively with the team to coordinate telehealth activities with other financial, operational, and quality improvement initiatives, and community care coordination activities
- Provide direct support to PM and PD to support appropriate documentation to ensure compliance
- Track and monitor telehealth projects for finalizing reports and follow up reviews
- Provide Technical Assistance:
 - Act as point of contact for program outreach activities
 - Coordinate development of telehealth service consultations with consultant and leaders to assess telehealth capabilities and receive a comprehensive report outlining recommendations and key strategies to advance telehealth in the organization
 - Participate on telehealth planning and development, and action planning sessions to take notes and support communications
 - Assist PM in reviewing documents and coordinating processes across the program to ensure compliance
 - Work with consultation team to coordinate needed assessments and feasibility studies to support telehealth documentation
 - Review and prepare telehealth action plans to perform analysis as directed to support program and hospital decision-making
 - Work with consultants and Center Team to support leaders in drafting telehealth implementation plan
 - Work with consultants and subject matter experts to develop, initiate and delivery technical assistance and trainings that identifies gaps in services and enhances adoption of technology to provide virtual care services to communities
 - Work with Team to coordinate communication regarding gaps in services covered through telehealth planning and promotion of telehealth services
 - Support evaluation processes by holding recommendation adoption progress (RAP) calls to assess accomplishments with telehealth and financial system enhancement actions plans and determine needed resources for next steps. Apply information with PM to determine next steps.
 - Deliver presentations and education content through various modes, such as telehealth learning collaboratives, webinars, summits
- Conduct communication, dissemination and evaluation of program activities and outcomes:

- Outreach to and communicate with program stakeholders
- Assist development of reports, tracking key findings and performing various assessments
- Develop program monthly briefs and reports as required
- Assist in development of Community spotlights, and other outreach and promotional materials
- Deliver presentations of program content and outcomes through various modes of communications such as webinars, summits, and conferences
- Other regular and ad hoc duties as assigned.

Education and Experience

An equivalent combination of education, training and experience will be considered.

- Bachelor's degree or equivalent experience in health, business or public administration, public health, allied health, nursing, health science, education or closely related field.
- Master's degree in related field preferred or equivalent work experience.
- Four years of experience in health care, telehealth or virtual care, business or public administration or a related area.
- Experience and knowledge in implementing, expanding telehealth in the rural environment and/or a background in virtual care. This includes knowledge of current barriers and innovative models to address barriers surrounding the implementation of telehealth in rural areas.
- Knowledge of rural health issues and telehealth and virtual care processes and resources.
- Knowledge of Delta Region health equity and disparities are desired.

Knowledge, Skills, and Abilities

Representative, but not all-inclusive of those commonly associated with this position.

- Customer service and detail oriented
- Ability to organize and prioritize duties
- Excellent verbal and written communication skills
- Team player with strong commitment to performance improvement

- High degree of proficiency in Microsoft Office and SharePoint Products
- Display an openness towards innovative solutions and approaches
- Outstanding training, facilitation and presentation skills

Work Environment

The Program Specialist will work primarily in an office setting either on site at the Duluth office location or in a home office environment in southern states, with preference in the Mississippi [Delta Region](#).

Additionally, some overnight travel will be expected to various locations through the United States.

Physical Abilities

Commonly associated with the performance of the functions of this job. The physical demands described below are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform essential functions.

- Prolonged periods sitting at a desk and working on a computer.
- Able to lift up to 35 pounds occasionally.