

# Program Specialist

<b>Job Title</b>	<b>Hospital Financial, Operational Revenue Cycle Performance Improvement Consultation Program Specialist</b>
<b>Department/Program</b>	Delta Region Community Health System Development Program (DRCHSD)
<b>Reports to</b>	Program Manager
<b>Location</b>	Duluth, MN or Telecommute, preference for <a href="#">Delta Region</a>
<b>Class</b>	Full-time; Exempt
<b>Grade</b>	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 Consultation Program Specialist working remotely in the southern states, with preference in the Mississippi [Delta Region](#) . It includes a comprehensive benefit package. Center hours of operation are 8:00 a.m. to 4:30 p.m. Central Time, Monday through Friday; however, personal work hours may vary.

The Program Specialist should have at least four years of experience in health care, health management or administration, public health, business or public administration or a related area. Knowledge of Delta Region, rural health issues impacting access, health equity and disparities, hospital financial and operational performance, hospital revenue cycle management, hospital business office management, patient financial services, physician

practice management, health information management, value-based care (VBC), and/or population health management is desired. The Program Specialist should be outgoing and possess outstanding customer service, and effective written and oral communication skills. Effective relationship-building skills and ability to engage leaders in program activities are necessary. The Program Specialist should have experience working in a team environment and be capable of independent decision-making. Experience preferred with working remotely and with Microsoft Office Teams, and Zoom Meetings or similar platform. Key attributes include extravert personality, facilitation and organizational skills, creativity, critical thinking, proactive problem solving, and team collaboration.

## Essential Job Functions

- Assist and work with team and external consultants to provide education, coaching and technical assistance to rural health leaders (including rural hospitals, clinics, providers and other community stakeholders, state and federal organizations and rural health policy makers) on topics such as revenue cycle management, financial performance, operational efficiency and/or quality improvement, business office functionality, billing and coding, physician practice management and other areas impacting the hospital services and VBC and population health readiness.
- Deliver presentations and education through various modes of communications such as webinars, summits, learning collaboratives, summits, conferences, and virtual, onsite and hybrid consultations
- Assist team in coordination of technical assistance services to ensure a productive, efficient team environment.
- Assist team with coordination and 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.
- Perform other regular and ad hoc duties as assigned.

## Program Specific Job Functions

Support program activities:

- Plan, develop and facilitate (co-facilitate with consultants) assigned virtual and onsite consultations that include action planning sessions to support implementation of best practice recommendations that improve financial performance, operational efficiencies and/or quality of care, and help organizations to benefit from VBC and prepare for population health
- Assist team in performing and coordinating day to day program activities and supporting technical assistance services to ensure a productive, efficient team environment to meet program goals
- Plan, develop and provide approved implementation technical assistance (ITA) services to support hospital/clinics with adoption of action items and best practices through follow-up assessments, strategy planning, trainings, and coaching to enhance sustainability Review and prepare consultation reports and perform analysis as directed for program assessment
- Develop templates, tools, and training topics with team to support hospitals and clinics with ongoing education to meet program goals

#### Provide Technical Assistance:

- Act as point of contact for an assigned consultation area to support outreach and communications with health care organization leaders and providers
- Guide leaders through consultation process and action planning sessions to ensure action items support Program goal areas. Educate and coach selected hospitals and clinics, and state stakeholders in gaining greater understanding of financial and operational performance and quality improvement best practices
- Deliver presentations and education content through various modes, such as learning collaboratives, webinars, summits, and onsite at hospitals and/or clinics
- Educate leaders on importance of implementation of best practices to support sustainability and access to care within consultation activities
- Develop, proofread, and edit reports, summary briefs, templates, PowerPoints or any other documents to ensure accuracy and support for Program reporting
- Develop templates, tools, and training topics with team to support hospitals and clinics with ongoing education to meet program goals

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 in health administration, health management, business administration, public health, health science or a closely related field. Master's degree in related field preferred or equivalent work experience.
- The ideal candidate should have at least four years of experience in health care, public health, business administration or a related area.
- Knowledge of hospital VBC, population health management, financial and/or revenue cycle management, operations and/or performance and quality improvement solutions strongly preferred.
- Proficiency in Microsoft Word, Excel, PowerPoint and virtual meeting programs such as Microsoft Teams and/or Zoom is desired.
- Training, facilitation, presentation and writing experience.

## Knowledge, Skills and Abilities

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

- Excellent verbal and written communication skills.
- Excellent customer service skills and detail oriented.
- Ability to engage leaders and effectively communicate via various modes of communications.
- Ability to work with groups including facilitation and presentation required.
- Ability to organize and prioritize duties to effectively manage activities.
- 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.
- Experience preferred with working remotely and with Microsoft Office Teams Zoom Meetings or similar platform.
- Experience working in a team environment.
- Capable of independent decision-making to support planning, development, and execution of program activities.

## Work Environment

The Program Specialist will work primarily in an office setting either on site at the Duluth, MN 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.
- Ability to lift up to 35 pounds occasionally.