

JOB DESCRIPTION

Position	Director of Client Engagement
Reports To	Chief Operating Officer
Status	Full-Time; Exempt
Location	Maine; Remote Work

Position Overview

The Director of Client Engagement is responsible for overseeing clinical client engagement, account management, and business development activities, as well as identifying service enhancement opportunities and participant services support. The role contributes to the acquisition and management of accounts and acts as the clinical client engagement lead ensuring collaboration and seamless handoff to internal teams for execution of client relationship management needs. In partnership with the Chief Information Officer and Director of Product & Communication, the role supports service enablement to ensure successful client engagement. The role maintains strong relationships with current and prospective participants across the state of Maine and among thought leaders nationally to ensure services and programs are aligned with participant needs and promote continued client growth for HealthInfoNet (HIN) and its for-profit subsidiary, Cureous Innovations (CI).

Position Duties and Responsibilities

Client Engagement & Account Management

- In coordination with the COO and CFO, oversee contract/Participant Agreement process, establishing and securing client contracts for services, ensuring contract, invoice and payment documentation occurs according to contract terms and organizational procedures.
- Develop, manage and maintain a pipeline of participant and client candidates for HIN; manage client leads to grow the breadth and depth of client engagement.
- Responsible for adding new clinical sites, including behavioral health and specialty care facilities, and continuously monitoring HIE participation by client type to identify areas of needed engagement and expansion for HIN's participant network.
- Deepen HIN relationships by identifying opportunities to convert view-only sites to bi-directional connections; identify barriers to conversion and communicates findings to internal teams for development of strategies to address related obstacles.
- Expand HIN's participant relationships with additional services and technology tools that will expand both the organization's role with these organizations and serve as additional, measurable revenue sources.
- Identify opportunities to expand current CI client relationships in partnership with Leadership team members.

- Continuously improve HIN user adoption and onboarding processes; identify measures for successful participation and onboarding, as well as ongoing maintenance and support needs.
- Scope requirements for services to meet client relationships and account management goals; inform service/product enhancement efforts to achieve strategic goals and to address custom client requests.
- Identify new client value use case strategies and implementation plans.
- Provide excellent customer service to clients and corporate partnerships and assure that customer service expectations and policies are uniform across the enterprise.
- Identify client project opportunities and partner with PMO and Information Services teams to define project scope, goals, and deliverables that support business strategies in collaboration with senior management and stakeholders.

Program Development

- Develop and oversee engagement efforts related to HIN's strategic goals for user adoption, usage, and business development.
- Partners with Leadership and staff to identify grant opportunities; develop grant/contract proposals, progress reports, communications narratives, presentations, and final reports.
- Effectively communicate project status changes to clients and stakeholders in accordance with top-tier client engagement practices.

Leadership

- Serve on the HIN Leadership team, supporting execution of HIN's strategic plan.
- Manage clinical client contracting and initiate client onboarding, ensuring appropriate handoff of onboarding processes to internal team.
- Represent HIN at relevant stakeholder meetings and conferences.
- May be asked to lead and convene stakeholder/customer committees and workgroups.
- Serve as subject matter expert on relevant literature, industry news, federal/state policy, and emerging trends that impact client and enterprise product needs.
- Support HIN/CI Leadership decision-making around directed investments in technology/platform that are a direct response to policy, trends, etc.
- Performs other duties as assigned.

Employment Standards

Education

- Masters level or other advanced degree

Experience

- At least 8 years' relevant work experience in managerial/leadership role(s).

- Substantial knowledge of healthcare delivery systems and services, with preferences for knowledge in healthcare reform initiatives such as accountable care and population health.
- Experience with healthcare technology systems/and or implementation (Electronic Health Records, Master Person Index, etc.) strongly preferred.
- Experience with grant acquisition and oversight strongly preferred.
- Prior project/process improvement management experience or certification desirable.

Skills

- Strong leadership knowledge
- Strong analytic and communication
- Excellent writing skills
- Strong project management
- Strong public speaking
- Ability to create and sustain strong collaborative working relationships with staff and diverse constituencies in both private and public sectors
- Ability to work both independently and collaboratively; build a positive team culture
- Ability to work under pressure and balance competing demands of customers and projects

Other Requirements

- Valid driver's license for statewide travel
- Ability and availability to travel extensively to client and engagement opportunities
- Ability and availability to work/network from home