



Consultant Network Specialist

POSITION PURPOSE:

The Consultant Network Specialist manages the development, oversight and evaluation of our consultant resources for quality, pricing and delivery of solutions. This function requires the specialist to initiate and handle relationships with consultants and/or their operational department. Such relationships provide an opportunity to engage with the network in a way that creates a platform to negotiate on behalf of this company to grow, strengthen and support VITAL WorkLife's operations and business objectives.

QUALIFICATIONS:

- 3-5 years' experience in provider network or provider relations program or project coordination preferably in a behavioral health setting.
- Associate's or bachelor's degree in related field

CRITICAL SUCCESS FACTORS:

- Experience in developing and managing comprehensive and multi-faceted projects and programs, i.e., setting up processes, work flow, and look for efficiencies within one's own role.
- Willingness to "roll up sleeves" and work at all levels of developing and coordinating program specifics.
- Ability to manage credentialing process for consultants, including collecting data and developing a process for tracking.
- Ability to problem solve independently and in a team environment with minimal administrative support in an entrepreneurial environment
- Comfort with presenting and training to a large or small online audience
- Ability to handle multiple concurrent assignments within a fast-paced environment
- Ability to have difficult conversations and adaptable personal work style to accommodate individual personalities and work styles of coworkers, consultants, and physicians.
- Excellent written, verbal, organizational and administrative skills
- Ability to work well cross-functionally and with customers and other external organizations while maintaining diplomacy, tact and discretion
- Proficiency in Microsoft Office and ability to learn other software programs, including but not limited to EAP Expert, PROVIDER files, Hubspot, WordPress, DocuSign, Go To Meeting etc.

DUTIES AND RESPONSIBILITIES:

- **Development of VITAL WorkLife's consultant network across all solutions**
 - Manage consultant inquiries based upon qualifications and identified coverage needs in different geographic and service need areas.
 - Collaborate with other team members to develop network in emerging markets when geographic or specialty consultant needs arise.
 - Manage internal interviewing processes for consultant candidates and maintain onboarding process database and materials.
 - Implement network growth by vetting and credentialing consultant candidates compatible with product development as the need arises.
 - Execute consultant contracts and rate negotiation, including ongoing management of templates with periodic review and recommendation for changes

- Train consultants on VITAL WorkLife forms and processes, including overseeing the consultant portal, PROVIDERfiles.
- Willingness to travel to St. Cloud and/or Minneapolis office for regular internal meetings and occasional day travel for external meetings
- **Manage operational day to day functions of consultants**
 - Serve as the main communications liaison between VITAL WorkLife and the consultant network.
 - Manage credentialing, licensure & insurance process and communicate changes
 - Manage billing/invoicing process. Oversee software data entry process of solution authorization. Respond to issues that may arise, e.g. late billing, incomplete paperwork, etc. and manage approvals/denials/warnings and tracking. Authorize additional sessions when needed and requested by consultant.
 - Coordinate, manage and participate as needed in the professional development for consultant network. Collaborate with Director of Service Delivery and Physician Solution Practice leads in consultant development process. This includes newsletter and webinar development and deployment.
 - Periodic review of consultant website, recommend or make changes.
 - Periodic review of consultant performance through surveys and communicate with necessary staff when needed.
 - Address complaints/concerns brought forward about a consultant in the network and collaborate with Director of Service Delivery, Client Services and others to resolve the issue.
 - Meet with top internal consultants and NAS on a regular basis to foster vendor and consultant relationships.
 - Maintain/update EAP Expert Database –Including Clinical/Community Resources and PROVIDERfiles
- **Strategic Collaboration**
 - Provide guidance and training and serve as a primary business contact as needed for consultants.
 - Analyze data to determine use and future needs of network. Guide leadership in recommendations for creating a higher performing/operationally efficient consultant network.
 - Routinely bring forward suggested process improvements for various business and clinical operations, having a strategic eye to various aspects of the business.
 - Collaborate with Practice Leads and Marketing to maintain annual content calendar for consultant communications forums and professional development.
 - Meet with Practice Lead on a regular basis to plan and coordinate all aspects of PWR network management.
 - Assist Director of Service Delivery with strategic planning and process improvements for consultant network.
 - Assist Training and Consulting Coordinator with consultant functions related to the delivery of transactional solutions. Act as back up for position when needed.
 - Supervise Operations Interns with projects falling under this positions description.
 - Collaborate with Client Services to develop ways to encourage consultants to enhance the relationship between VITAL WorkLife and our client network.

HOURS / SCHEDULE:

This position full time, 40 hours per week. Hours and schedule will be M-F and between the hours of 8 a.m. to 5 p.m. CST

ABOUT US

VITAL WorkLife, Inc. is a national behavioral health consulting and services company whose mission is to provide comprehensive and compassionate solutions for improving individual well being, work/life balance and organizational performance. Built on our legacy of leading Employee Assistance Programs (EAP), our growth is focused on assisting physicians, providers and their leaders to deal with issues in their profession. For more information, please see <http://vitalworklife.com/about-us/who-we-are>.

LOCATION

This full time position is based in our St. Louis Park, MN office, with periodic travel required to our secondary office in St. Cloud, MN. Position requires considerable remote-based employee and consultant interaction.

LEADERSHIP

This position reports to the Director of Service Delivery

COMPENSATION

This is an opportunity for a professional to assume a pivotal role in the evolution of a small, entrepreneurial, and highly respected organization. We are seeking an individual of outstanding quality with a respected track record. VITAL WorkLife is prepared to offer a competitive base salary based on our company's size with options for regular bonuses as well as health, 401K match and generous PTO benefits for this full time exempt position.

HOW TO APPLY

Interested applicants should send resume and salary requirements to Employment@VITALWorkLife.com.

No phone calls please.