

Client Services Coordinator

The Fund for Public Health in New York City, (FPHNYC) is a 501(c)3 non-profit organization that is dedicated to the advancement of the health and well-being of all New Yorkers. To this end, in partnership with the New York City Department of Health and Mental Hygiene (DOHMH), FPHNYC incubates innovative public health initiatives implemented by DOHMH to advance community health throughout the city. It facilitates partnerships, often new and unconventional, between government and the private sector to develop, test, and launch new initiatives. These collaborations speed the execution of demonstration projects, effect expansion of successful pilot programs, and support rapid implementation to meet the public health needs of individuals, families, and communities across New York City.

PROGRAM OVERVIEW

The Primary Care Information Project (PCIP), a bureau in the NYC Department of Health and Mental Hygiene (DOHMH) is devoted to improving health by promoting and supporting primary care. The PCIP works with over 1,300 health care organizations on increasing clinical prevention opportunities, reducing health disparities, managing/preventing chronic disease, and creating community linkages to support health promotion.

Many of the activities and services to primary care are funded by grants and delivered through the New York City Regional Electronic Adoption Center for Health (NYC REACH) devoted to promoting and supporting the adoption of the chronic care model; using payment reform to advance population health by advocating and promoting reforms and programs that will facilitate the delivery of quality primary care; and monitoring the New York City healthcare system by leveraging data to monitor quality of care and population health to inform public health decisions. To learn more, visit us at www.nyc.gov/pcip or www.nycreach.org

POSITION OVERVIEW

PCIP is seeking a **Client Services Coordinator** who will provide administrative and service-related support to the Client Services Team.

There is a potential for this position to transition to DOHMH and therefore candidates must meet DOHMH eligibility requirements, including NYC residency.

RESPONSIBILITIES

- Engage practices with health information technology adoption, including but not limited to: assisting in the assessment and adoption of EHR systems, utilization of tools and resource to promote integration of EHR systems throughout the medical practice, and assessment of eligibility for the Medicaid EHR Incentive Program (“Meaningful Use”)
- Work with practices on completing and satisfying requirements for the Medicaid EHR Incentive Program using multi-platform channels, such as remote or on-site support, group presentations and trainings, and dissemination of created resource materials.
- Serve as the liaison between practices, members and various teams within PCIP in arranging content-specific support with subject matter experts in the program to address practices’ needs.
- Assist in the response of and directing general inquiries received in the program’s public communication channels (e.g. main phone line, main email account) to address practices’ needs.

- Utilize the Customer Relationship Management (CRM) database, project management software and other tools to track progress of Meaningful Use achievement, member status and identification of systemic problems, as well as monitoring of the program's public communication channels.
- Assist with other duties assigned

QUALIFICATIONS

- Bachelor's Degree in public health, health administration, public administration, business administration or related field; at least 2 years of administrative experience
- Working knowledge of Microsoft Office (Excel, Word and PowerPoint)
- Exceptional customer service, relationship management and interpersonal skills
- Excellent time management, attention to detail and organizational skills
- Excellent verbal/written communication skills
- Demonstrated ability to work independently, and as part of a team in a dynamic and rapidly-changing environment

SALARY AND BENEFITS

FPHNYC offers a comprehensive benefits package. The salary range for this position is commensurate with experience.

ADDITIONAL INFORMATION

There is potential for this position to transition to DOHMH and therefore candidates must meet DOHMH eligibility requirement including NYC residency.

TO APPLY

To apply, send Resume, with Cover Letter, including how your experience relates to this position, to publichealthjobs@fphnyc.org indicating "**Client Services Coordinator_ your name**" in subject line.

The Fund for Public Health in New York City is an Equal Opportunity Employer and encourages a diverse pool of candidates to apply.