



Adirondack Health Institute

Program Coordinator

Public Health/Direct Services Experience Wanted!

Adirondack Health Institute (AHI) is an independent, non-profit organization that is leading the way in rural health care transformation across a nine-county region of the North Country. AHI supports hospitals, physician practices, behavioral health providers, community-based organizations, patients and others in our region to transform healthcare and improve population health.

AHI is seeking dedicated, motivated, and highly passionate individuals who share our drive and commitment to making a difference by improving the health of our community. We are seeking an **IPA Program Coordinator** to join our team in our Glens Falls, NY office.

The IPA/Navigator Program Coordinator is a pivotal member of the EASE department team. Coordinators must be highly skilled communicators who can work effectively with teams, co-workers and community partners. This position plans and coordinates operational activities as well as program activities (e.g., meetings, events, communications and reporting). The Coordinator must be highly organized and support the team to effectively achieve desired program outcomes and deliverables. The Coordinator will be responsible for oversight of daily team activities, including access to sites, equipment malfunctions, systems issues, Marketplace questions and Finance related requests. The Coordinator will collect and report all activities, as directed by the grantor, on a timely basis. The ability to respond to multiple demands in a fast-paced environment is required.

Responsibilities of the Program Coordinator also include:

- Gathering and reviewing payroll and mileage requests; preparing for Manager sign off;
- Maintaining Site List for IPA/CSS and HRSA programs; Identifying additional site opportunities in order to ensure productivity is adequate and access issues are addressed;
- Assisting walk-in consumers with questions regarding their health insurance and scheduling appointments with Enrollment Specialists, as needed;
- Preparing all EASE Department purchase orders, check requests, and supply orders;
- Assisting staff with IS requests and bringing issues to a timely resolution;
- Coordinating meetings, including scheduling, agendas, meeting materials, directions, invitations, and notices; Facilitating team meetings as needed;
- Preparing a variety of correspondence and reports; drafting memos, letters, and email responses to various programmatic questions;
- Organizing and participating in community events designed to educate consumers and/or advocate for enrollment in the NY State of Health Marketplace; preparing or identifying flyers/handouts to distribute to local community-based partners;
- Attending all meetings, presentations, and trainings mandated by the funding agency (e.g. CSS

- and NYSOH; complete NYSOH Navigator Certification training and annual recertification);
- Establishing and maintaining a system for monitoring the reporting requirements of multiple programs; issuing reminders as needed, and completing all monthly, quarterly, and yearly reports (CSS, NYSOH, HRSA) as required by funding source;
 - Establishing and maintaining a system for monitoring the expiration dates of contracts, agreements, budget expenditures; and coordinating renewals and modifications of contract terms as directed;
 - Providing research assistance for meetings, programs, reports, and grant applications;
 - Adhering to confidentiality procedures for consumer assistance and AHI Corporate Compliance procedures;
 - Completing special projects by organizing and coordinating information and requirements;
 - Creating and formatting documents electronically including PowerPoint presentations, Excel spreadsheets, and other related documents;
 - Other duties as assigned.

Education & Experience: Candidates should have a Bachelor's degree, preferably in health care administration, public health, social work or related field with at least one year of experience providing direct services to health care consumers in the area of health insurance coverage and/or health access preferred; OR Associate's degree with 3 years' experience; OR high school diploma required with at least 5 years' experience.

Other Skills: Strong computer skills required, including: Word, Excel and PowerPoint, and the ability to navigate web-based portals, databases, and forms, excellent verbal communication skills required, ability to maintain detailed documentation and records in an organized fashion, attention to detail.

Other Requirements: Must have a valid New York State driver's license and vehicle, or provide evidence of mobility within assigned communities (Saratoga, Warren, Washington, Clinton, Essex, Franklin, and Hamilton).

Position Schedule: Full-Time, Monday through Friday. Occasional weekend and evening hours.

FLSA Status: Exempt

At AHI, we are leading the way in rural healthcare transformation. By partnering with regional health care providers and community-based organizations, we strive to improve care, lower costs, and realize a healthier future for the Adirondack region. If you are enthusiastic, energetic, and ready to "roll up your sleeves," this is your new opportunity!

AHI provides a friendly and challenging work environment and a comprehensive benefits package. To apply, please email your resume to ahihr@ahihealth.org with the position title in the subject line.

AHI is an Affirmative Action EEO employer and provides opportunity for all, without regard to race, religion, color, national origin, citizenship, sex, sexual orientation, gender identity, age, veteran status, disability, genetic information, or any other protected characteristic. AHI will make reasonable accommodations for known physical or mental limitations of otherwise qualified employees and applicants with disabilities unless the accommodation would impose an undue hardship on the operation of our business.