

Director, Healthcare Programs

Americas (virtual)

The Director, Healthcare Programs will lead functional teams performing credentialing, payroll and billing services to independently-owned healthcare staffing firms and recruiters who operate contingent workforce firms committed to professional healthcare staffing. The Director will manage the relationship and performance of any third-party agencies contracted to augment the healthcare program teams. The Director is responsible for ensuring team performance is compliant with company standards and contract requirements. The Director will collaborate with executive operations leadership to set the strategy for development and deployment of quality assurance standards, policies, procedures and communications.

To succeed in this role, an individual will have an exceptional and thorough understanding of the healthcare staffing industry including travel nurses, per diem clinicians, home health clinicians and/or MSP relationships. To be effective in leading the healthcare program team, they must be able to set strategy, influence behavior and lead through change through the development strong and positive, trust-based working relationships with their direct reports as well as with key internal and external stakeholders. The Director, Healthcare Programs, will be accountable for the quality of all healthcare staffing services, ensuring processes, systems and personnel are meeting expectations of clients and employees alike.

What you'll get to do:

- Direct managers of specialized teams providing credentialing and pay/bill services
- Develop and maintain healthcare program policies and procedures which align with company values and ethics
- Establish and implement healthcare program team SLAs and metrics to monitor and ensure service productivity and quality
- Provide leadership support to the healthcare team managers ensuring compliance with Company and statutory requirements, particularly as they relate to hiring, employment practices, risk management and client contracts
- Develop and nurture strong, partner-like business relationships with key client stakeholders which position People2.0 as a trusted advisor and results in client retention and further business development opportunities
- Ensure healthcare program teams are operating at optimal efficiency and highest quality by continuously identifying opportunities to implement process improvements and technologies to reduce manual work and elevate engagement
- Cultivate a team of professionals committed to problem resolution and continuous process improvement
- Collaborate with cross-functional leadership (e.g. HR, Risk, Internal Audit) to develop and maintain controls which protect company, client and employee interests
- Act as escalation point for non-standard processes and other issues to balance best practices with client and employee satisfaction and cost to serve
- Uphold strong communication principles by working with leadership to maintain an environment of transparency and regular communication with internal and external stakeholders
- Collaborate with Legal to maintain Company's current licensure, certification or registration as required by state or local jurisdictions

- Direct the clinical and compliance aspects of implementations for new staffing and recruiting firms coming onto the Company's platform
- Act as a key decision-maker on the selection and implementation of healthcare credentialing and scheduling software for clients
- Manage vendor relationships for 3rd party tools and technologies required to support international programs as needed
- Accountable for healthcare program teams' compliance with HIPAA controls
- Maintain knowledge of emerging trends in healthcare client requirements
- Establish and communicate healthcare program team performance monthly to Operations leadership
- Participate in various projects as needed

Skills and experience we value:

- Bachelor's degree from an accredited school, nursing is preferred
- Minimum 7 years' experience in healthcare staffing space focused on the administrative and back-office functions
- Clinical background with first-hand experience in the credentialing of healthcare professionals as well as payroll and billing, will be required
- Strong communication and "people" skills are essential, with an ability to communicate effectively at all levels of management
- Strong interpersonal skills with a demonstrated ability to work successfully across multiple clients and effectively collaborate with others
- Exceptional customer service skills and demeanor, along with the innovative ability to communicate at all levels of an organization
- Ability to identify problems, recommend and implement solutions
- Self-motivated with a sense of urgency, a clear set of priorities, a strong work ethic, and the ability to adapt to changing circumstances in a highly collaborative environment
- Demonstrated leadership, critical thinking and problem-solving skills

Benefits and location:

- This position is based in North America
- Pursuant to Colorado regulations, if this job is performed in Denver CO, the salary range is \$90,000 - \$120,000 plus bonus potential
- Eligible for variable compensation plan based on performance and company goals
- Paid vacation, sick days, and holidays
- Medical, dental, and vision insurance
- 401(k) retirement plan
- Voluntary life insurance
- Many more ancillary benefits



About People2.0

People2.0 is the world's leading enabler of global, mobile, flexible, and remote work arrangements. The company's employer of record (EOR) and agent of record (AOR) establishments around the world, networked by its proprietary FlexLife™ technology platform, create a unique global ecosystem within which talent suppliers can engage any category of worker in any work arrangement, anywhere, while independently working professionals have access to business support services and portable benefits. Global workforce deployment is facilitated through a single master services agreement and one point of contact. Visit [People20.com](https://www.People20.com).

People2.0 is committed to providing equal employment opportunities to all associates and applicants without regard to race, color, national origin or ancestry, citizenship status, religion, sex (including pregnancy, lactation, childbirth or related medical conditions), sexual orientation, physical or mental disability, age, veteran status, uniformed servicemember status, gender identity, genetic information (including testing and characteristics) and any other characteristic prohibited by federal, state or local law. Our commitment to equal opportunity employment applies to all persons involved in our operations and prohibits unlawful discrimination by any employee, including supervisors and co-workers.

In furtherance of this commitment, the Company is committed to providing a work environment that is free of prohibited harassment. As a result, the Company strictly prohibits sexual harassment and harassment against applicant and employees based on any legally recognized status, as defined above, or any other status protected by federal, state, or local laws.