On With Life, Inc.
Provider Relations Specialist

Department: Corporate Office
FLSA Status: Exempt
Amount of Travel Required: Moderate

Job Status: Full Time
Reports To: Director of External Relations
Work Schedule: Mon-Friday, 8:00-4:30 p.m.
Positions Supervised: None

POSITION SUMMARY
In partnership with the Director of External Relations, the provider relations specialist will develop and foster collaborative relationships with funders and referral sources, including workers' compensation carriers, healthcare insurance companies, hospitals, physicians and attorneys to ensure longstanding relationships. The specialist will promote On With Life’s continuum of services through ongoing relationship building and contract negotiations.

ESSENTIAL FUNCTIONS

- Develop and implement marketing strategies to build relationships with funding partners including health insurance companies and workers' compensation carriers and the key contacts within those organizations such as case managers, social workers, claims representatives, physicians, nurses and attorneys.
- Conducts ongoing network and referral analysis by researching new areas for development and reviewing current referral sources to identify further areas of opportunity.
- Enhances the relationship with referring organizations by conducting timely, effective meetings with comprehensive data-sharing and facilitates satisfaction discussions to identify problems and requests expressed by referral sources.
- In conjunction with the case management team, negotiate new and previously agreed upon contract terms and single case agreements.
- Coordinates with the case management team to understand market referral patterns and maintains an up-to-date referral and funding source database.
- Coordinates and promotes education programs and communication plans for area referral professionals.
- Works with PR and Marketing to design marketing tools directed toward referral and funding sources and their organizations.

Other duties as assigned.

POSITION QUALIFICATIONS

Education
Requires Bachelor's degree in healthcare administration, business, marketing, sales, communications, nursing or related field. Equivalent experience will be considered. Master's degree desirable.

Experience
Minimum of five years of related experience, specifically in the areas of worker's compensation, case management, or provider relations. Strong knowledge of worker's compensation desirable.

REQUIRED KNOWLEDGE, SKILLS AND ABILITIES

- Strong understanding of the workers' compensation market.
- Outstanding communication, presentation and interpersonal skills.
- Strong organizational skills, ability to multitask, with consistent follow through and timely completion of short and long range goals.
- Strong project management skills, self-motivated and directed.
- High level of motivation and assertiveness, as well as an ability to exercise independent judgment.
Excellent interpersonal skills, tact, and diplomacy. Must be able to regularly and comfortably facilitate personal interactions in formal and informal social settings.

Strong written and verbal communications skills, including ability to effectively communicate priorities to referral sources and to positively represent On With Life.

Strong organizational and analytical skills with the ability to work in a collaborative, team-oriented environment.

Demonstrated ability to work regularly with widely diverse audiences.

Ability to travel locally and regionally.

The following skills and abilities are required of all On With Life employees and are essential functions of all On With Life positions:

- Regular and predictable physical attendance in accordance with company policy and departmental call-in requirements.
- Able to identify safety hazards and immediately initiate corrective action (if applicable) or notify a supervisor. Accurately reports and documents incidents and/or unusual problems according to facility procedures.
- As applicable to a specific situation, able to maintain confidentiality of persons served, employee and organizational information.
- Able to prioritize and work independently, with significant attention to details, with little supervision; self-directed, anticipates needs, meets deadlines
- Able to communicate effectively with others and maintain positive relationships
- Able to provide outstanding customer service to all OWL stakeholders
- Able to adapt to change in the workplace.
- Able to commit to On With Life’s unique mission.
- Must be able to work and act professionally in an environment where people are confused, agitated, or verbally/physically combative

CRITICAL PHYSICAL DEMAND SUMMARY
See physical demand summary for office worker

Other Physical Requirements:

- Vision (Near, Distance, Color)
- Sense of Sound (Ability to hear and routinely recognize auditory signals, alarms, or equipment signals, and soft voices)
- Ability to travel by car and airplane

WORK ENVIRONMENT
Position is located at the On With Life Ankeny facility located at 715 SW Ankeny Rd., Ankeny, Iowa. Position will require travel, including to On With Life’s Long-Term program in Glenwood, IA, on periodic evenings and occasional weekends.

Revised 05/05/2016

On With Life has reviewed this job description to ensure that essential functions and basic duties have been included. It is not intended to be construed as an exhaustive list of all functions, demands, skills and abilities. Additional functions and requirements may be assigned by supervisors as deemed appropriate.

_______________________________________________
Employee Signature

_______________________________________________
Date