**POSITION DESCRIPTION**

**Job Title:** QC Patient Centered Medical Home Program Coordinator  
(Maine Patient Centered Medical Home Pilot)

**General Description:**

The Maine Quality Counts (QC) Patient Centered Medical Home (PCMH) Program Coordinator is an energetic, organized individual who takes ownership and initiative and is expected to handle a wide range of duties from specific aspects of complex project coordination and implementation, to providing high level administrative support to specific initiatives and staff. The PCMH Program Coordinator must be an excellent team player as QC has a strong core team of employees and a collaborative work environment. Strong administrative and organizational skills with excellent attention to detail are required. The Coordinator must be creative and adept at multi-tasking and able to work in a very fast paced, dynamic environment with minimal supervision.

Under the direction of the QC PCMH Practice Transformation Lead, the Program Coordinator will be responsible for organizing and supporting the educational activities of the QC PCMH Learning Community, which includes monthly educational webinars and programs, electronic newsletters and other learning tools, and assisting with Learning Sessions and Regional Meetings. The Program Coordinator will also assist with supporting data/information and communications aspects of the Maine Patient Centered Medical Home (PCMH) Pilot, working closely with the transformation team.

*PCMH includes the Maine Patient Centered Medical Home Pilot and MaineCare Health Homes

**Accountability:** Reports to the QC PCMH Practice Transformation Lead

**Major Duties and Responsibilities for the Learning Community:**

- Coordinates all aspects of the PCMH/HH Learning Community, including developing and managing the PCMH education and communications plan; organizing and supporting transformation events (learning sessions and webinars) and special series webinars; developing and deploying educational and communications tools such as the PCMH e-Newsletter.
- Develops and maintains the PCMH Website plan; performs routine website updates and maintenance
- Works with the PCMH Transformation Team Lead to develop, collect and prepare presentation and speaker materials for PCMH Learning Community events.
- Schedules webinars in Readytalk and creates program announcements in Constant Contact,
- Delegates communication and educational tasks as appropriate (e.g., email distribution of webinar reminders and e-newsletters) to administrative support, providing clear communication of next steps

Works with the QC team to ensure the online events calendar is continuously up to date

**Major Duties and Responsibilities for the Patient Centered Medical Home Pilot:**
• Provides educational and communications strategies and tools to provider organizations and physician practices in the Maine PCMH Pilot; builds and maintains excellent relationships with participating practice contacts in order to advance education and communication goals.

• Collects relevant data and background information needed for the development of project workplans; works with practices to adhere to timeline and meet reporting deadlines to ensure timely completion of program tasks.

• Provides education and communications support to project teams, workgroups, task forces, Learning Sessions, and other meetings as necessary, including preparation of meeting agendas and materials, facilitating meetings, preparing meeting minutes, and ensuring appropriate follow up of action items.

• Assists with development of project surveys, contracts for needed services, project materials and communications as needed.

• Coordinates the collection, management of project data, and project summary reports with guidance from the QC PCMH Practice Transformation Lead.

Qualifications and Skill and Experience Requirements:

1. Bachelor’s degree required; Master’s degree preferred.
2. Program coordination or project management experience normally acquired during 2 - 5- years of related work, preferably in healthcare or academic environment.
3. High degree of professionalism and capacity to manage relationships with a wide variety of individuals in differing roles, e.g. QC Board members, physicians, employers, government, consumers, media.
4. Excellent self-management and organizational skills and ability to work as a team-player.
5. Ability to prioritize and manage multiple tasks concurrently.
6. Excellent written and oral communication skills.
7. Excellent computer skills including MS Office suite and experience with database software (e.g. Access, Sequel) preferred. Familiarity with Constant Contact, Survey Monkey, and Acrobat programs helpful.
8. Good understanding of Internet and web-based activities; familiarity with basic website maintenance, and understanding of web based marketing and email campaigning.

Ability to be flexible and manage time and multiple tasks with minimal supervision. **Physical Demands:** The physical demands described herein are representative of those that must be met by an employee to successfully perform the essential functions of the job. While performing the duties of this job it is regularly required to sit and write, to operate a computer and printer, fax machine, photocopier, calculator, and use telephone communication devices. The employee must be able to sit and drive a car to transport him/herself to meetings at Quality Counts or other offices, walk around the office, up and down stairs, and do light lifting.

**Mental Demands:** Must be able to assume a wide range of responsibilities, to work with staff who vary in their work styles, and to work under pressure. Must be willing to work irregular/extra hours and travel in-state as necessary. Provide timely response to requests and deadlines. Receive, process, and provide visual and verbal information.

**Work Environment:** The primary location of this position is a typical office environment. However, the responsibilities may require running errands, traveling to Quality Counts facilities, meetings, conferences, trainings, etc. that require an individual to be in various public places. Quality Counts promotes a safe work environment. Employees must follow all safety policies and procedures to ensure an accident free workplace.

**Job Performance Evaluation:** The employee will be evaluated at least annually, but more often if performance warrants it.

The above statements are intended to describe the general nature and level of work being performed by people assigned to this position. They are not intended to be interpreted as an exhaustive list of all responsibilities, duties, and skills required of personnel assigned to this position.