



Melissa Van Dyne
MRHA Executive Director
www.morha.org

Missouri Rural Health Association Job Description

Position Title: Telehealth Coordinator

Salary Range: \$50,000-\$55,000

Position Summary

In this position, the Telehealth Coordinator establishes and fosters a trusting working relationships with a variety of community partners, health information technology vendors, healthcare organizations staff (C-Suite, Operations, IT, Clinical staff and healthcare professionals) in the process of leading, managing, promoting and supporting the Missouri Rural Health Associations operations, programs and services on telehealth activities.

Essential Duties and Responsibilities

Program Development/Promotion/Marketing:

- Develops, implements and manages Telehealth activities in the MRHA strategic plan.
- Serves as a liaison to a variety of constituents: hospital outreach programs to integrate services that support their needs; internal hospital departments, physicians and physician practices to identify, develop and promote services and programs; member community relations and marketing departments to promote telehealth activities and programs; members, partners, and potential MRHA members.
- Develops and provides telehealth education and program training designed to meet the educational needs for each of the target audiences to ensure there is regular, consistent delivery of these programs to MRHA members including, but not limited to, developing and disseminating information regarding programming internal and external events.
- Develops and coordinates the design, printing and publication of all promotional materials for Telehealth programs.
- Assists MRHA with promotion of telemedicine services. Assists with the web page and content development of the web site for telehealth information.
- Participates in strategic planning, securing resources, and program development to meet the needs of MRHA members and collaborating partners.

Telehealth Training and Technical Assistance:

- Leads, supports and assist in designing, organizing and coordinating training events for telehealth.
- Responsible for handling logistics and coordination of training/meeting facilities, catering, signage, displays, translation, audio-visual equipment, printing and security.
- Develops and foster strong relationships with both internal and external customers.



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- Continuous skill building on various telehealth essential key functions to assist in development and implementation of telehealth programs in health systems.
- Develops, implements and monitors key performance indicators (KPI) to measure and evaluate telehealth program outcomes and impact.
- Responsible for Continuous Quality Improvement for MRHA telehealth programs.

General/Administrative:

- Assists in planning, budgeting, report writing and development of goals and objectives.
- Assists with the development and implementation of policies, procedures, protocols, surveys and evaluations.

Qualifications: (Requirements are representative of the minimum level of knowledge, skills and/or abilities necessary to perform the essential functions of the position)

- Bachelor's degree in healthcare, business, marketing and/or another related field.
- Minimum of one-year experience in the development, program management and promotion of education programs/services.
- Strong interpersonal communication skills and the ability to establish and maintain trusting working relationships for all internal and external customers.
- Excellent ability to communicate clearly and professionally through both verbal and written skills.
- Ability to work both independently and in team settings to show flexibility and versatility.
- Knowledge of and the ability to effectively utilize all Microsoft Office Applications, Adobe Acrobat and other software applications.
- Experience in utilizing video conferencing, telemedicine or audio-visual operations preferred.
- Ability to manage a variety of tasks and prioritize individual workload responsibilities to meet deadlines and deliverables.
- Ability to effectively present information in various formats such as one-on-one or small group settings.
- Must be able to travel to attend meetings including some overnight stays.

Reporting Relationship: Executive Director

Employees Supervised: None