

Sr. Manager, Venture Relationship Management

In Watertown, MA

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Position

Sr. Manager, Venture Relationship Management

Job Description

Under the direction of the Director, Enterprise Business Implementation, the Senior Manager is responsible for the relationship management and oversight of strategic joint venture (JV) or alliance partnerships as assigned. Initial program responsibilities will be in support of CarePartners of CT (CPCT). This is a strategic position with the highest complexity, with frequent changes containing the most risk to Tufts HP.

The Senior Manager will engage senior decision makers and expand the business venture by collaborating effectively with internal teams, as well as external partner leadership teams in a fast-paced environment. Liaising with the joint venture president or other strategic partner leadership on a day-to-day basis by telephone, email and face-to-face meetings requires advanced account management, client services and program delivery skills. Deep business knowledge of health insurance and a consultative background will enable the delivery of strategic guidance on solutions with partners that will generate results. The senior manager must thrive on solving challenges, creating and applying best practices, and excel at managing expectations of both internal and external clients and partners. Ideal candidate has experience working with Medicare plans.

In this role, the Senior Manager is responsible for all phases of program management including:

- Incorporating Tufts HP's corporate strategic direction in the overall oversight and program management;
- Serving as the primary point of contact for JV or alliance partner senior leadership team for any Tufts HP Third Party Administration services (Operations, Clinical Services, Network Contracting, etc.) initiatives or issues, working with accountable Tuft HP department SMEs;
- Assisting with the development, assessment, and implementation of new initiatives, which result from strategic direction for the JV or alliance
- Serving as primary interface with department directors and managers, team members, and as appropriate, enterprise project office for assigned relationships

Overall program ownership and management, taking a strategic and solutions oriented approach:

- Incorporating Tufts HP's corporate strategic direction, able to define impact of tasks/events on not only business and IS users, but the organization as a whole
- External engagement and visibility required to meet program goals and objectives

- Possess strong customer focus and expertise in setting and managing external partner expectations
- Is an effective advocate for program, and negotiates/leads others both internally and externally to participate in the program

KEY RESPONSIBILITIES/ESSENTIAL FUNCTIONS* (in order of importance)

Overall program ownership and strategic management of JV and alliance partnerships and vendors. Serves as the program champion, focusing on long term strategic direction and objectives. Partner and advocate for external partners while balancing best risk and interest to Tufts HP. Maintains overall client relationship and provides strategic direction of the program to individuals and departments within Tufts HP.

- Proactive and solutions oriented management of program and relationship with joint venture or alliance partner;
- Creation and maintenance of ownership, operations and engagement models;
- Conceptualize and envision the impact of change, and propose new ways to do business
- Facilitate regular meetings with program leadership and key department contacts within Tufts HP as well as at joint venture or alliance partner;
- Interact with government agencies (with support from THP government affairs) and client vendors on behalf of program
- Monitor overall progress and provide appropriate audiences with program reporting, trending, SLA performance and audits (as required)

Serves as the primary point of contact for the program leadership team for any Operations, Clinical Services, Network Contracting, Actuarial and/or other Tufts HP Third Party Administration services, initiatives or issues including the following:

- Lead work teams to parse/synthesize issues of the highest complexity
- Drive decisions in collaboration with SME's and Leadership as needed;
- Problem/issue resolution;
- Chairing meetings;
- Serve as the primary interface with Tufts HP and JV senior leaders, directors and managers, team members, and as appropriate, enterprise project office for the alliance program; and
- Change to ongoing programs at this level will usually require facilitating cross-departmental meetings as well as negotiations with outside contacts to explain and justify the impact and drive decision making

Lead/own components of projects/initiatives through strategic decisions and high level requirements.

- Work closely with THP, JV and alliance partner project management staff to support new corporate level initiatives/projects.

- When implementing projects or initiatives for the program, ensure that Tufts HP's established project management tools, processes, standards, and techniques are followed.

Attend regular strategy level meetings where the following items are addressed:

- Program long-term strategy and its impact to Tufts ;
- Review and approve new program initiatives prior to analysis and resource allocation;
- Approve annual strategic plan; and
- Provide oversight to the Lead Team.

Management Responsibilities (as needed)

- Manage program manager, program coordinator and/or analyst, assigning work, professional development, performance evaluation, recruitment and coaching/mentoring,
- Provide coaching, constructive feedback and direction to staff,
- Ensure a positive, collaborative working environment for the team
- Hire, discipline and do annual performance evaluations for all staff.

Shift

Full-time

Requirements

EDUCATION: (Minimum educations & certifications required)

Advanced degree in business or related field preferred

EXPERIENCE: (Years of experience)

Minimum 10 years of combined experience in a functional business area in a healthcare insurance or consulting environment or healthcare operational business unit, experience with Medicare or other government products preferred. Significant business process, program and project management experience related to the implementation of healthcare insurance business applications and products using industry-standard project management tools and techniques with established track record. Client services and strategic account management required. A proven ability to meet deadlines is also required.

SKILL REQUIREMENTS: (Include interpersonal skills)

- Ability to navigate political issues using advanced organizational (Tufts HP) knowledge.
- Is an effective advocate for program, and negotiates/leads others both internally and externally to participate in the program.
- May be required to coach/mentor less experienced program managers and effectively lead in a matrixed environment. Must be an accomplished multi-disciplinary team-builder with hands-on style. Ability to lead teams whose members have diverse professional and educational backgrounds.
- Highly developed verbal and written skills, ability to facilitate planning and review sessions with senior Tufts HP mgmt.,

- Highest level presentation skills including ability to interface and "sell" new programs and changes to existing programs to a broad range of internal and external contacts, as necessary.
- Possess excellent leadership and organizational skills and effectively manage difficult group dynamics to effectively reach a positive outcome.
- Strong verbal and written skills to effectively communicate both detail and at a summary level to all levels of management at Tufts HP. Ability to present technical information in a way that establishes rapport, persuades others, and gains understanding.
- Ability to be comfortable in a nonhierarchical, flat organization;
- Thrive in a matrix-management, hands-on environment that demands a consultative approach and solutions that span multiple environments in a business area.
- Highly developed verbal and written skills, ability to facilitate planning and review sessions with senior Tufts HP mgmt., highest level presentation skills including ability to interface and "sell" new programs and changes to existing programs to a broad range of internal and external contacts, as necessary.
- Must be able to work cooperatively as a team leader or team member.
- Requires strong oral and written communication skills sufficient to independently relate to all levels throughout Tufts HP.
- Requires the ability to maintain effective and productive peer relationships. Must have the ability to motivate fellow employees by fostering team spirit, an attitude of cooperation, and a commitment to the organization. Requires well-developed interpersonal skills to act in the capacity of liaison to the user community.
- Possess strong influencing skills with the ability to manage and motivate both direct and non-direct reports. Must have a demonstrated ability to obtain the confidence and trust of non-reports, resulting in high commitment and cooperation.

WORKING CONDITIONS AND ADDITIONAL REQUIREMENTS (include special requirements, e.g., lifting, travel, overtime)

Fast paced office environment handling multiple demands. Moderate use of telephone and extensive use of PC required.

Requires that the individual be organized while being readily adaptable to changes in work priorities. Flexible hours permitted; may require occasional evening or weekend hours as the needs of the organization dictate. Will require attendance at off-site meetings, location of which dependent on location of alliance partner. May require attendance at seminars.

CONFIDENTIAL DATA: All information (written, verbal, electronic, etc.) that an employee encounters while working at Tufts Health Plan is considered confidential. Will be exposed to and required to deal with highly confidential and sensitive material and must adhere to corporate compliance policy and department guidelines/policies and all applicable laws and regulations at all times

