

Job Description

Position Title: Provider Recruitment and Contract Specialist

FLSA: Non-exempt

Range: 19

Reports to: Contracts Manager

Supervisory Responsibilities: None

SUMMARY

This position will help plan for and assist with building the service delivery network for the new WA CARES benefit by performing outreach to potential service delivery vendors, providing technical support to applicants and contractors, executing the contract lifecycle, and engaging in monitoring provider performance. Under moderate supervision, this position requires self-direction, initiative, and discernment of both short and long-term contractual implications and impacts.

ESSENTIAL FUNCTIONS & RELATED DUTIES

Works independently and with outside partners to approve, monitor, and manage provider contracts to ensure local capacity to deliver long term care services to seniors and adults with disabilities.

Examples of duties include:

- Performing outreach to potential providers, and creating networks through chambers of commerce, existing partnerships, and community engagement.
- Providing technical assistance to applicants and contractors, reviewing provider qualifications for contract applications, initiating and processing contract renewals, and completing terminations of service provider contracts when required in collaboration with internal departments, community partners, state entities, and outside businesses.
- Initiating, tracking, and providing contractor support with sensitive information such as background checks, licenses, insurances, and fiscal information, while gathering relevant supporting materials.
- Preparing schedules, developing resources, and organizing contractor onboarding, annual performance monitoring, support and professional communications.
- Addressing and resolving internal issues associated with contractors' ability to deliver services. May include investigation, escalation, follow up and collaborating with different departments.
- Processing, retaining, and archiving confidential files and documents for safe and secure storage according to retention schedules.
- Organizing events and writing communications to inform and assist agency staff with respect to contracts administration, service delivery and provider responsibilities.
- Other duties as assigned that the incumbent is capable of performing.

KNOWLEDGE, SKILLS AND ABILITIES

- Ability to establish and maintain effective working relationships among diverse staff, collaborative partners and contractors.

- Ability to communicate verbally in the English language, both in one-on-one settings and in group settings, and by personal computer and telephone.
- Ability to exercise independent and appropriate judgment in problem solving to identify and implement solutions.
- Advanced knowledge of computer software including MS Office Suite (Word, Excel, Teams, Outlook, Adobe, and PowerPoint).
- Working knowledge and/or ability to learn new database software and multiple electronic platforms.
- Ability to learn and apply contracted service standards and guidelines as determined in Aging and Long Term Support Administration program standards and manuals, policy directives, and management bulletins.
- Ability to produce written documents with clearly organized thoughts using proper English sentence construction, punctuation and grammar.
- Ability to operate general office equipment, and work at a desk using phone and computer for up to eight hours a day.
- Ability to travel for work-related functions (e.g., monitoring visits and training events).
- Familiarity with Aging and Long Term Care services and the Area Agency on Aging service network is preferred.

MINIMUM QUALIFICATIONS

- One to two years of experience in negotiating, administering, or terminating contracts, contract property management, contract cost or price analysis, or contract compliance administration.
- May consider combination of experience and education in business administration, public administration, business law, commerce, economics, or a closely related field. Program monitoring experience and experience working with elderly and/or disabled populations is preferred.
- Must have dependable transportation and be willing to travel, and meet the skills, knowledge, and abilities previously listed.

WORKING CONDITIONS AND PHYSICAL EFFORT

- Duties are normally performed in a typical interior office work environment.
- While performing the duties of this position, the employee is regularly required to talk, hear, stand, walk, sit, use hand to finger, handle or feel objects, tools, or controls, and reach with hands or arms.
- The employee occasionally lifts or moves up to 20 pounds.
- Specific vision abilities required by this job include close vision and the ability to adjust focus.
- Contract monitoring requires the employee to travel by automobile (exposure to weather extremes).
- Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions of this position.