



Job Description

Network of Care Massachusetts Project and Data Manager

The Network of Care Massachusetts Project and Data Manager is a position at the Massachusetts Association for Mental Health. Network of Care Massachusetts is an online service directory and resource library designed to help people locate mental health, substance use, and social services resources in their communities. The Network of Care Massachusetts Project and Data Manager will be responsible for all project management activities related to site operations and outreach, including working closely with the Network of Care vendor (Trilogy Integrated Resources LLC) to ensure the integrity of the data in the service directory.

Principal Duties and Responsibilities:

- Overall project management for Network of Care Massachusetts:
 - Under the direction of MAMH’s Director for Public Policy and Government Relations and Director for Knowledge Dissemination and Technical Assistance, develop detailed project timelines, setting goals and tracking progress against major milestones.
 - Work in close collaboration with funding partners and Trilogy Integrated Resources LLC (Trilogy), including regular project management calls and communications.
 - Support the work of the Network of Care Massachusetts Steering Committee, including arranging logistics for all meetings, taking detailed notes and following-up on all actionable items, and engaging members as they share their knowledge to strengthen the site and serve as champions in outreach activities.
 - Cultivate strong relationships with diverse community stakeholders including: state agencies, inpatient and community-based providers, consumer and family advocacy groups, managers of other social services databases, etc.
- Work with Trilogy to ensure overall site functionality and quality of user experience:
 - Regularly review all sections of site with eye for accuracy, clarity, organization and navigability, as well as linguistic and cultural competency.
- Work with Trilogy to ensure data integrity and overall functionality of service directory:
 - With Trilogy, ensure the service directory captures the breadth of mental health, substance use, and related social services programs in the Commonwealth; that the individual listings are accurate and complete; and that the listings are assigned appropriate Alliance of Information and Referral Systems (AIRS) taxonomy:

- Develop strong relationships with key staff in the Executive Office of Health and Human Services/MassHealth, Department of Mental Health, Department of Public Health (including Bureau of Substance Addiction Services), Department of Children and Families, Department of Early Education and Care, Department of Transitional Assistance, and others for feedback on the site, data maintenance, and outreach.
- Develop strong relationships with provider associations including the Association for Behavioral Healthcare and the Massachusetts Association for Behavioral Health Systems for feedback, data maintenance, and outreach.
- Conduct extensive Internet searches and make phone calls as needed to ensure the comprehensiveness and accuracy of service directory listings.
- With Trilogy, continue to refine the way listings are assigned to AIRS taxonomies in the service directory to ensure optimal organization and search functionality.
- With Trilogy, continue to optimize search functionality of the service directory, so that users receive search results that are concise and on target.
- Based on feedback from stakeholders and user groups, work with Trilogy to troubleshoot and develop effective solutions to enhance user experience.
- Monitor and provide regular reports to foundations and the Steering Committee on service directory analytics; use this information for quality improvement, to better understand outputs and outcomes, and to inform policy.

Engage in outreach activities targeting communities at high risk for experiencing barriers to behavioral health services:

- Under the direction of MAMH's Director for Knowledge Dissemination and Technical Assistance, develop detailed outreach goals, strategies, tactics, and a timeline.
- Support the Director for Knowledge Dissemination and Technical Assistance in implementing outreach tactics; assess progress and effectiveness.
- Collaborate with diverse stakeholder communities including state agencies, primary care and behavioral health providers, social services providers, payers, academia, philanthropy, and consumer and family advocacy groups. Ensure inclusion across diverse geographies, and across racial and ethnic minority communities.

As part of the MAMH team, contribute to general office administration, communications, and/or event logistics as needed.

Education and Experience:

- Master's degree preferred
- Minimum 1-3 years related experience in behavioral health, social services, or other related field preferred or sufficient combination of education and experience
- Experience in gathering, categorizing, and analyzing data efficiently and accurately

Required knowledge and skills:

- Understanding of mental health and substance use care delivery systems
- Proficiency in MS Excel, and experience working with large and complex datasets
- Meticulous attention to detail and exceptional organizational skills
- Problem-solving skills, ability to think critically, and flexibility
- Strong communication and interpersonal skills
- Ability to:
 - Complete tasks on tight deadlines without compromising quality
 - Exercise sound judgment
 - Work well independently, as well as part of a team
 - Be flexible in an evolving policy and political environment
 - Prepare for and attend meetings, representing MAMH, with knowledge and professionalism

Preferred knowledge and skills:

- Knowledge of or ability to learn and apply the AIRS Taxonomy classification system and standards

Compensation:

- Competitive non-profit sector salary plus benefits

ABOUT NETWORK OF CARE MASSACHUSETTS:

Network of Care Massachusetts is a free, statewide service directory and resource library designed to support people with mental health and substance use conditions, their families and friends, and care navigators. Its public launch will be in late fall 2019. The Blue Cross Blue Shield of Massachusetts Foundation, MetroWest Health Foundation, and CF Adams Charitable Trust have funded the build and first three years of implementation of the site. After three years, the goal is to transition ongoing oversight and support to the public sector. The project is being guided by a 16-member Steering Committee. We are also working in close collaboration with existing databases and navigation services in Massachusetts to avoid duplication and to help people find the most efficient ways to identify the services they need in their communities.

ABOUT THE MASSACHUSETTS ASSOCIATION FOR MENTAL HEALTH (MAMH):

Since 1913, the Massachusetts Association for Mental Health (MAMH) has worked to improve understanding of mental health conditions and combat disparities in health services access. We envision a day when all individuals and families across the Commonwealth have the resources and opportunities they need to promote resilience and protect overall health. MAMH disseminates knowledge, convenes diverse stakeholders, and advocates for policy change.