

# Implementation Manager

Jaspr Health is on a mission to help care providers reduce death by suicide. We are a Seattle-based company founded and advised by some of the world's experts in mental health and behavioral psychology, and we have launched a product that is currently enabling healthcare systems to deliver evidence-based suicide prevention at scale. Our company is growing, and we are now looking for a Project Implementation Manager to join our team.

If you are the person we're looking for, you have experience working in healthcare settings, perhaps as an Emergency Department nurse or behavioral health specialist. You have a knack for explaining technology to others, and are skilled at understanding complex software workflows and working with others to listen and understand their needs. Most importantly, though, you are passionate about the idea of using technology to reduce suicide and improve lives, and you're ready to roll up your sleeves and work hard with an equally motivated team. If that sounds like you, we'd love to have you.

## What we do

Hospital emergency departments are the front line to prevent suicide, yet few are equipped for the increasing patient load — 14.5 million behavioral health emergencies per year, growing 12% annually. People in suicide crisis face lengths of stay four times longer than other emergencies. Throughput delays result in costs and lost revenue for hospitals. New regulations and workforce shortages drive health systems' urgent need for technology solutions.

Jaspr Health's tablet-based solution transforms hours of waiting into an opportunity for evidence-based interventions, powerful videos of individuals with lived experience to instill hope, a library of comfort and skills exercises, and EHR-integrated assessment to inform disposition decisions. Jaspr targets improved patient outcomes, satisfaction, and throughput ROI.

## What we're looking for

Jaspr Health is hiring an Implementation Manager to join our growing organization. This person will be based in the Twin Cities area and serve as Jaspr Health's "on the ground" representative for our clients. You will work closely with our product and operations teams, headquartered in Seattle, to understand the Jaspr Health product and how it is used by our customers. You will



then work directly with our customers to implement Jaspr Health at their facilities, learn from their experiences, and then work with your teammates to improve the product.

A successful Implementation Manager will be someone who can bridge the gap between healthcare and technology. You have experience working in healthcare settings, collaborating with a variety of patients and providers including doctors, nurses, and behavioral health specialists. You have spent time in Emergency Departments and understand the challenges of assisting a high volume of patients. You also are comfortable with and excited by applying technology to healthcare settings and have a knack for understanding complex software workflows and working with others to listen and understand their needs.

## Job Requirements

- Experience working in a busy healthcare setting.
- Experience managing complex projects.
- Most importantly, you love working in person with others. This role involves building trust, supporting others, and coordinating with your team, so a natural fit will be someone who is outgoing, easy-mannered, and is energized by working with others.

## Bonus Points

- Experience in training, education, and sales.
- Experience working in user-centered software design, such as User Research or Usability Testing.

## Who you'll be working with

### Rohit, our Chief Product Officer

Rohit Sharma is a veteran technologist with over fifteen years of experience across a variety of industries. Prior to Jaspr Health, he was a Senior User Experience Architect at Deloitte Consulting, specializing in the experience design of enterprise software projects for retail, healthcare, and pharmaceutical companies. Before joining Deloitte, Rohit worked as a Program Manager at Microsoft for nine years. Over the course of his career, Rohit Sharma has been an advisor and problem solver for companies including Kaiser Permanente, Aetna, Eli Lilly, Cisco Systems, Southwest Airlines, and the Ford Motor Company. Rohit holds a Bachelor's in Systems Design



Engineering from the University of Waterloo, and a Master's in Human-Centered Design & Engineering from the University of Washington.

### **Chris Hall, our Chief Operations Officer**

Chris is a sales and marketing professional with experience building internal frameworks to grow early-stage companies in the health and financial services industries. He is a Humana Innovation Center alum and a published co-author studying the benefits of technology use to increase mental health patient engagement. Chris was also the co-founder of an award-winning mobile health application that was later acquired. He is a graduate of the United States Air Force Academy, a former Air Force Acquisition Officer, and Operation Iraqi Freedom veteran.

### **Emma Faubion, our UX Project Manager**

Emma started her professional career at Jaspr Health, and has gained deep experience in creating high-quality, detail-oriented designs, while also managing project schedules and product strategy. She works closely with clients and stakeholders to refine and improve products, and has experience working across all elements of the user-centered design lifecycle. Emma is a graduate of the University of Washington's Human-Centered Design & Engineering program.

## **How you'll work at Jaspr**

### **What success looks like**

- Meeting with our customers daily, both virtually and onsite.
- Learning about our customer's needs and teaching them about Jaspr Health and how it can help.
- Deeply understanding Jaspr Health's products, and how they currently meet the needs of providers, and also where they fall short and can be improved.
- Meeting with the Jaspr Health team to share what's going well in our product implementation, and where is room for improvement. This will largely be virtual, but approximately every 3 months in person as COVID-19 safety precautions allow for.
- Comfort working with a remote team. You will be our "person in the field" for a team that is in Seattle, and you are someone who is comfortable connecting and working with a team that you'll be mostly separated from geographically.

### **How to apply**



Apply by 11:59PM PST on Sunday **April 11th**, 2021. In your application, please:

- Attach a pdf of your cover letter. In your cover letter, introduce yourself and explain why this position is of interest to you, and why you would be a great fit.
- Attach a PDF of your resume.

***Apply online at <https://jasprhealth.com/careers/>***