Title: Implementations Project Manager
Rev: 2.02
Date: 18 Oct 2018

What We Do

HealthIM is a Canadian leader in mental health and provides software to support police interactions with individuals with serious mental disorders. Police are often the first responders to situations involving a mental health crisis. HealthIM is used by officers to gather observations and determine which action will help the person the most. These observations are transmitted to local hospitals to help bridge the communication gap between police and healthcare and to simplify the transfer process. HealthIM has been adopted by police agencies in Ontario and the prairies and is currently expanding across Canada. You can find out more at https://www.healthim.com.

About You

You are a self-motivated and adaptable individual who wants to become an integral part of a growing and dynamic small tech start-up. You excel in a fast-paced environment and are able to manage and prioritize numerous and varied tasks. You understand the importance of precision and follow-through and enjoy being the go-to person for help and support. You balance technical knowledge with strong communication and organizational skills, allowing you to make a significant impact in communities across Canada and beyond.

What You Will Do

As a small and rapidly growing organization, your responsibilities are doing everything it takes to fulfill our client's expectations and bringing each implementation to a successful conclusion on-time and on-budget.

Specific core responsibilities:
- Complete implementations projects against established schedules and deadlines
- Communicate with technical and operational leaders by phone and email
- Lead client meetings with multiple agencies in-person and by phone/webex
- Frequent multi-night travel across Canada (4-10 days per month)
- Gather intelligence for each client and develop associated software configurations
- Refine software to meet the unique needs of each community
- Coordinate work across multiple agencies (police, hospital, community mental health)
- Develop strong and collaborative long-term relationships with project stakeholders
- Collaborate with the development team to provide insights on client needs
- Collaborate with the sales and training teams
- Maintain documentation for each implementation
- Continuously develop, refine and document implementation processes

HealthIM™

What You Will Need

- A dedicated, hard-working personality committed to making positive change in the law enforcement and mental health space
- Empathetic disposition - able to understand the needs of our clients
- Education or experience in project management required
- Excellent written/verbal communication skills
- Familiarity with programming or web design
- Strong organizational skills
- Exceptional ability to solve human-centric problems
- Patient and calm demeanor
- Strong conflict resolution skills
- Strong travel skills
- Ability to quickly learn about our industry and our technology as they relate to our clients and their partner agencies

Why work at HealthIM

We are building stronger communities by providing software that police officers use during mental health crisis calls. Every police service we work with is dedicated to supporting their community and each member of our team is committed to helping these efforts. We hold each other accountable, support each other and work collaboratively in an open and candid environment.

This is a unique career opportunity to have a substantial impact on communities large and small as part of a rapidly growing software company. We value excellence because our efforts directly influence how police support individuals in crisis. If you want the responsibility of project ownership, the freedom to learn and grow, and the opportunity to make change, then this is the position for you.

To Apply

Posting Open: Immediate
Posting Closes: Wednesday 31 Oct 2018 @ 4:00pm
Application Form: healthim.com/careers