

# Foothold Technology - AWARDS Implementation Consultant

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## About Foothold Technology:

Foothold Technology provides Electronic Health Record (EHR) software for human services agencies to ease the burden of documentation - providing our client agencies the freedom to focus on their mission.

Foothold was born out of three NYC human services agencies in 2000. Having originated within a human services agency, we're firmly committed to easing the administrative burden on our clients, and in turn, helping the millions of individuals they serve receive excellent care. Today, more than 1,000 agencies nationwide count on Foothold's AWARDS software to manage and bill for their services.

Foothold is owned by ASG, which is a software business that buys, builds, and operates market-leading vertical SaaS companies. Foothold is located in the heart of Manhattan - just south of Union Square - and the team is deeply passionate about helping the people who help people.

## Job Description:

Reporting to the Implementation Manager, the AWARDS Implementation Consultant is responsible for the successful onboarding experience of all customers (both new and those who are expanding their use of the software). They are also responsible for the tracking and attainment of key performance indicators directly linked to implementation, including "time to go-live" and success at meeting customers' stated implementation goals. The Implementation Consultant will work closely with all other units of the Customer Experience Team - Success, Professional Services, Advocacy, and Support - to provide excellent service that drives adoption of AWARDS.

## Key Responsibilities:

- **Provides an excellent software onboarding experience**
  - Work with customers to understand their data collection/reporting needs and workflows.
  - Develop work plans targeted to meet customer goals/objectives and provide early wins.
  - Utilizes exceptional presentation skills to explain functionality and configuration options.
  - Applies project management expertise to keep work plans and related tasks on target.
  - Applies database management expertise to configure databases using best practices.
  - Balances customer needs w/AWARDS implementation and change mgmt best practices.
  - Excels as a project manager to ensure effective and efficient AWARDS roll-outs.
  - Drives adoption of the system and establishes early return on investment for customers.
  - Lays a foundation for enduring partnership with customer implementation teams.
  - Leverages data to improve quality and efficiency of implementations.
- **Serves as a subject matter expert informing AWARDS implementation for both new and existing customers**

- Maintains awareness of relevant regulatory requirements and changes.
- Keeps informed about product enhancements and applies knowledge to customer work.
- Stays up to date with best practices in human services delivery and data management.
- Shares implementation successes and challenges with the team to drive improvement.
- Supports customer expansion initiatives along with integrations and success managers.
- Keeps the product team informed about development needs related to program areas.
- Supports sales/marketing by informing demos and promoting implementation processes.
- **Closely collaborates with the training team to drive AWARDs adoption**
  - Develops agendas that focus trainings on customer workflows and documentation needs.
  - Helps prepare trainers for trainings, providing info on customer dynamics and challenges.
  - Reviews and follows up on training reports, addressing loose ends or disconnects.
  - Helps design and develop training materials for new customers as needed.
- **Upholds Foothold's core values: *Mission-Driven, Respect, Collaboration, Work-Life Balance, and Integrity***

## Experience:

- **3-5 years experience with software implementation**
  - Demonstrable understanding of and passion for implementation best practices
  - The ability to successfully manage long-term projects
  - Familiarity with software onboarding tools is a plus
  - Focus on continuous improvement
- **Superior written and verbal communication skills**
  - Strong attention to detail
  - Exceptional presentation skills
  - Active listening skills
- **Experience in healthcare, human service, and/or behavioral health settings is a plus**
  - Understanding of human services delivery and data management needs
  - Experience with AWARDs or other EHR software platforms is a plus

## Other Information:

- **Location:** Anywhere in the USA; this is a work from home position. A strong, reliable internet connection is essential, as is a willingness to operate within Eastern time zone business hours. Close proximity to a major airport is preferred, as periodic travel is required.
- **Compensation:** Competitive
- **Other Benefits:** 401k matching, medical and dental healthcare coverage, FSA, competitive PTO and sick days, flexible work schedule
- **Culture:** Fast-paced, highly mission-driven atmosphere in a caring, laid back environment

***All qualified applicants will be afforded equal employment opportunities without discrimination because of race, creed, color, national origin, sex, age, disability, or marital status.***