

# Support Specialist, FCM

New York, NY / Remote-friendly in the U.S. / Full-time

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## About Foothold Care Management

Foothold's Care Management system is the leading software solution for New York State's Health Homes program. We strive to make our system smart and friendly, in order to let our users spend time on their real jobs: getting members the care they need.

## About Health Homes

Health Homes is a major New York State initiative for high-risk Medicaid members. The program was launched in 2012, as part of the Affordable Care Act. Health Home members may have multiple chronic conditions, substance use challenges, or serious mental illness; they may also be homeless or incarcerated. The program's goal is to improve its members' health outcomes and reduce total system costs, especially by preventing unnecessary hospitalizations.

Dozens of organizations, from large healthcare systems like Sun River Health, to community-based organizations like Housing Works and The Alliance, use our care management system to collaborate on patient care, and track progress for Health Home members.

## The Role

We're looking for a detail-oriented customer-facing support specialist who will invest in understanding and addressing the needs of our 4,000+ users. The Support Specialist will report directly to the Director of Client Services for Foothold Care Management.

## Responsibilities

### Help Desk:

- **Own the user support ticketing system.** Have eyes on our help desk inbox throughout the day and provide prompt and informative responses to our users. This may include helping a user log into the system, troubleshooting why data was not reported successfully to the Department of Health, and guiding users on navigating the system.

- **Interface with the Department of Health’s Medicaid Analytics and Performance Portal (MAPP).** Assist users with errors related to transmitting data to MAPP, which may involve editing data within MAPP.
- **Provide reports to our customers.** Get our customers what they need from our system’s database, by running reports. While it’s not required, interest in learning SQL is a plus, for eventually writing custom reports.

### Documentation:

- **Create new articles on our support page.** Identify gaps in information posted on our support page and develop new articles that can help users better understand the system. Keep our support articles up-to-date as we add new features or there are New York State policy changes.
- **Own external communication to users.** Create and send all external communication regarding any new features, bug fixes, or FCM news.

### User Feedback:

- **Identify user needs as it relates to FCM.** Based on what you are seeing come through the support desk, determine if additional training is needed, what product features would be beneficial, and report bugs to the engineering team.
- **Develop surveys and analyze feedback.** Dig into figuring out what would make the lives of our users better! Identify pain points and advocate for product upgrades to address their needs. Work as a team to identify which features would bring the most value to our users.

### Training:

- **Become an expert in our system.** Learn everything there is to know about Foothold Care Management and the NYS Health Home program.
- **Develop and provide training to all users.** Conduct ongoing standard trainings on how to use the system. Develop training curricula to cover new system features.

**Help our services team.** We are currently a small (but mighty!) services team of 4. We work very collaboratively and are happy to lend a hand anywhere that is needed. We are looking for an additional team member to help provide support on any special projects that may come up!

### Preferred experience

**5+ years experience.** Strong applicants will have customer service experience, which could come from a variety of backgrounds, including within healthcare, social services, software, etc. Experience in New York State Health Homes is a plus!

## We're looking for someone who...

- **Has excellent communication skills.** Possesses a capacity for crafting clear client-facing emails and documentation, as well as for communicating effectively within Foothold.
- **Troubleshoots well.** Gets to the bottom of user issues, such as “Why am I not able to bill for my member?”, “I am not receiving my code to log in to the system”, and “Why is the assessment date not showing up on my report?”
- **Is tech savvy.** Picks up new software skills quickly and is interested in learning.
- **Knows when to redirect user questions to the Health Home.** You would be able to identify if the user’s question is more of a policy question, which should be addressed by the Health Home lead, as opposed to a question about how the FCM system works.
- **Has a passion for equity and social justice.** Is eager to support staff working for safety-net organizations that are fighting to reduce health disparities.
- **Values collaboration.** We think feelings matter a lot. We’re looking for people who are easy to work with and whom others always want on their team.

## Compensation

Competitive salary that is negotiable and depending on experience. Excellent benefits, 401(k) with employer matching, generous and flexible vacation policy, and continual learning opportunities.

## Working at Foothold

FCM is part of Foothold Technology, a team of 75 mission-driven folks committed to building better technology for organizations that support underserved populations. We’ve been around since 2000, when we spun out of Community Access, a NYC-based non-profit that’s still a customer today!

Foothold offers two products: an Electronic Health Record (EHR) called AWARDS, and a care management system called FCM (recently acquired, and formerly known as Relevant Health Homes). Across our products, our customers support nearly 1.2 million individuals on a monthly basis.

- Join a small team of passionate and kind people (currently, there are 14 of us on the Care Management team) who love what we do.
- Work at a mission-driven company that values integrity, respect, and work-life balance.

- Remote-friendly in the U.S. We have an office space in NYC, but most employees were remote even before the pandemic. Want to work on a tropical island? Great, but you're hosting the next team retreat!

## How to Apply

Send an email to [careers@footholdtechnology.com](mailto:careers@footholdtechnology.com) with the subject line "FCM Support Specialist." When responding, attach a resume in PDF format and include a note in the body of your email explaining your interest in the position. Please include the phrase "tiny barley parachute" somewhere in your note.

Foothold is an equal opportunity employer. Applicants who identify with groups that are under-represented in the technology industry are strongly encouraged to apply.