



JOB DESCRIPTION

Director of Practice Management

Reporting to: Chief Operating Officer

EEO Category: First/Mid-Level Officials and Managers

Created: 8/27/2019

FLSA Classification: Exempt

PRO: Non-Clinical DMS

Modified:

Position Summary

The Director of Practice Management will be responsible for directly managing the Practice Managers and Access Center team at Aspire. They will set objectives and goals with these business segments for each outpatient behavioral health offices, primary care clinics, and call center. They will provide leadership in regards to operations, staffing, human resources, patient satisfaction, safety, and compliance. They will work collaboratively with clinical leaders to provide direction and ensure consistent, measurable goal setting and achievement takes place. They will also provide guidance on aligning these goals with the annual and strategic plan, in ways that ensure our clinical, outpatient and call center environments are safe, effective, and high performing for clients and employees of Aspire.

ESSENTIAL RESPONSIBILITIES

Operational Management (60%)

- Lead Practice Managers and Access Center in maintaining a high performing office as defined and measured by metrics developed by the leadership team in alignment with the strategic plan
- Work with Chief Quality Officer to build purposeful reports, analyze resulting data, identify inefficiencies and implement new procedures for improving our service delivery and workflows
- Directly involved in providing oversight, direction, and access to resources in order to facilitate operations projects from inception through completion and ongoing monitoring
- Work closely with clinical leadership and managers to ensure that business practices in our clinics and outpatient offices are structured in a way that support the success of our clinical programs
- Responsible for ensuring that our clinics, outpatient offices, and staff are being managed in compliance with HIPAA and patient confidentiality standards
- Responsible for creating individual performance goals for each Practice Manager and our Access Center that are aligned to the strategic plan and annual objectives, based on the specific needs of the population of staff and clients at their location
- Implements and provides professional development opportunities, ongoing coaching and training that Practice Managers need in order to meet the expectations set by the Chief Clinical Officer and Chief Operating Officer
- Participate in preparation and monitoring of rolling budget and development of the Annual Plan
- Oversee the complaint resolution process at each location, identify trends, and propose proactive solutions
- Continuously monitor the effectiveness of all operational initiatives that are implemented at the clinic and/or outpatient offices
- Monitor the effectiveness of Access Center processes and procedures in order to continuously improve upon the number of calls answered, while decreasing wait times and abandoned calls without adding to headcount unless absolutely necessary

- Build and monitor a reporting system for ensuring that Access Center calls being routed to appropriate and meaningful services and report on the effectiveness of our Access Center efforts
- Evaluate staffing needs and work with Vice President of People Operations to build workforce development plans for each fiscal year, and as needed if business needs change
- Demonstrate a genuine interest in the health and well-being of the organization and our staff, clients, and communities
- Take an active role in recruiting and retaining the best team members, investing in their success by not just monitoring their performance, but providing coaching and opportunities to grow, having conversations regarding job satisfaction and building methods of recognizing their good work
- Assist direct reports with maintaining conformity to Aspire's policies and procedures, compliance with federal, state, and local regulatory agencies, and industry specific regulatory bodies (Joint Commission, HRSA, DMHA), in addition to, accreditation and contractual requirements; including participation in survey and reporting activities

Coordination & Communication (20%)

- Maintains active communication and good working relationships with all referral sources and community stakeholders
- Work collaboratively and interactively with clinical leadership to ensure quality of services and care
- Interface regularly and cooperatively with A/R and A/P departments to enhance billing and revenue efficiencies
- Coordinate and collaborate with Aspire support services (i.e. Housing, Employment, Facilities, IT, etc.)
- Build and maintain strong working relationships with Aspire staff, supervisors, and referral sources
- Convene leadership and administrative meetings, preparing agendas and maintaining meeting minutes

Reporting and Documentation (10%)

- Address the requirements of DMHA, Medicaid, Medicare, Joint Commission, etc., as applicable to management position
- Perform all administrative functions of people management, including but not limited timecards, supervision, new hire onboarding requirements, scheduling, and employee relations matters
- Timely completion and maintenance of all internal and external required unit and/or organizational reports and/or documentation according to Aspire standards, policies and procedures, and as required by external agencies (e.g. PTO requests, expense sheets, training requests, TB documentation, car insurance, C/ANSA, BPHC, payee, etc.)

Professional Development (10%)

- Complete and maintain compliance with required trainings and education required for the position
- Attend community education events/seminars to continue developing expertise in the field and improve important professional relationships
- Successfully acquire and maintain ANSA and/or CANS certification(s), per position requirements
- Participate in appropriate team and/or administrative meetings, assigned committees, in-services, and other continuing education/training

Core Values

- **People** – Passionately believes in people and embraces diversity
- **Integrity** – Does the right thing even when no one is looking
- **Laughter** – Believes that laughter is truly the best medicine
- **Learning** – Challenges old paradigms with critical thinking, curiosity and creativity
- **Accountability** – Sets an intentional culture of personal responsibility; believes everyone carries the load
- **Relationships** – Serves colleagues and consumers with love, empathy and compassion

Position-Specific Competencies

- **Decisive** – Demonstrates confidence, initiative and sense of urgency in making decisions on behalf of team and takes responsibility for those decisions
- **Results-driven** – Thinks strategically and demonstrates understanding of big picture in order to plan and achieve desired results toward Aspire’s mission and vision
- **Effective communicator** – Uses 2-way communication that demonstrates warmth, clarity, and professional consideration for consumer and staff beliefs, values and judgments
- **Organized** – Guides staff to produce high-quality and repeatable work with absolute efficiency; leads through confident understanding of and appreciation for policies and procedures; ability to quickly prioritize tasks and address emergent situations
- **Motivating** – Fosters an engaged and supportive work environment in which employees are at their best; establishes him/herself as an effective leader and role model to the team

CRITICAL FUNCTIONAL SKILLS & KNOWLEDGE

Education/Experience

- Bachelor’s degree in Healthcare Administration, Business Administration or related field from a college/university accredited by the US Department of Education and a minimum of five (5) years of practice management experience in a clinical or primary care setting or a Master’s degree in Healthcare Administration, Business Administration or related field and a minimum of three (3) years practice management
- Management experience in a Community Mental Health Center (CMHC) and/or Federally Qualified Health Center (FQHC) experience highly preferred
- Experience with MRO and Recovery Works, a plus
- Knowledge and application of utilizing social service systems (Medicaid, Social Security, Corrections, etc.) highly preferred

Other

- Ability to meet or exceed metrics that have been established for this organizational level or position within Aspire
- Strong ability to maintain strict confidentiality and handle highly confidential information with professionalism
- Demonstrate respect for consumer confidentiality practices
- Must be able to work independently as well as collaboratively within a team setting
- Must have excellent supervisory skills, and exceptional soft skills, such as relationship-building, communications, listening, negotiation and diplomacy
- Must have strong interpersonal communication, leadership, problem solving, and teambuilding skills
- Must be detail oriented, have excellent organizational skills and be flexible
- Ability to conceptualize from a systems perspective
- Actively participates in performance management and coaching
- Must possess the ability to learn and/or operate relevant computer operating system environments, and the ability to operate a variety of office equipment (fax machine, copier, scanner, computer, telephone system, etc.)

- Ability to work well under pressure in a fast-paced, time sensitive environment with shifting priorities and multiple deadlines
- Show appreciation for and ability to respond to cultural differences, and adjust communication practices accordingly in order to minimize cross-cultural misunderstandings
- Consistent work attendance and compliance with scheduled work hours (excludes approved FMLA absences)
- Must comply with all Aspire policies and procedures, as well as Aspire's Corporate Compliance Program as it applies to individual job duties, the department, and the company
- Exercise due diligence to prevent, detect, and report unlawful and/or unethical conduct by fellow co-workers, professional affiliates and/or agents
- Must possess/maintain a valid driver's license, current automobile insurance and a driving record that meets the guidelines and requirements of the organization
- Must have reliable transportation to oversee programming and/or attend trainings and/or meetings
- Display a positive work ethic

PHYSICAL DEMANDS & WORKING CONDITIONS

The nature of work may generate considerable physical (transporting, moving/assisting clients, etc), mental and visual demands. The physical and working demands described here are representative of those that must be met by an employee to successfully perform the essential functions of the job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Office environment, travel within the community, as needed
- Heavy exposure/use of computers, cell phones, office phones, etc.
- Daily, weekly, monthly and annual deadlines
- Ability to communicate effectively via phone or in person
- Specific vision abilities require close vision, distance vision, peripheral vision, depth perception and ability to adjust focus; must also have adequate vision to read correspondence(s), computer screen(s), form(s), etc.
- Manual dexterity sufficient to operate keyboard, copier, telephone, calculator, and the ability to write and/or type
- Ability to be physically mobile (stand, walk, reach, climb, bend) and also the ability to sit for prolonged periods throughout work hours
- Ability to lift files, open filing cabinets, climb to reach higher files, and lift average-weight objects up to 25 lbs; must be able to occasionally lift and/or move 50 or more pounds
- Must be able to respond appropriately and effectively in crisis situations by using good judgment and following Aspire protocols

Background Checks

Employment is contingent on background checks as required by Aspire's policies which may include: Drug Test, Criminal History, Driving History Record, Sex Offender Registry Search, State Central Registry Check, Employment Verification, Education Verification, and Professional References

Supervisory Responsibilities

This position has supervisory responsibilities

Work Hazard Category

Category II - Tasks that may involve exposure or potential exposure to blood, body fluids or tissues. Appropriate protective equipment will be readily available to every employee engaged in Category II tasks.

Employee Statement of Understanding

I have read and understand the job description for my position. I understand this job description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required for this job. Employees will be required to follow any other job-related instructions and to perform any other job-related responsibilities requested by their supervisor. Duties, responsibilities and activities may change at any time with or without notice.

I am able to perform all of the essential functions of this position. I agree to comply with the corporate compliance policy and all laws, rules, regulations and standards of conduct relating to my position. As an employee, I will strive to uphold the mission and vision of the organization. I am required to adhere to the values in all my interactions with customers and fellow employees.

As an employee, I understand my duty to report any suspected violations of the law or standards of conduct to my immediate supervisor.

Employee Signature

Date

Printed Name