



## **JOB DESCRIPTION**

### **General Manager**

**Business Unit:** Aspire Indiana

**Department:** Recovery Residences

**Reports to:** Senior Director of Recovery Residences

**Created:** 01/15/2020

**Location:** Anderson, IN

**Site:** Mockingbird Hill

**FLSA Class:** Full Time, Exempt

**Modified:**

#### **Position Summary**

The General Manager will be accountable for the oversight of the Mockingbird Hill facility including operations, billing and collections cycle, financial performance, staffing, human resources, client satisfaction, building management, safety, and compliance. The General Manager will work collaboratively with clinical leadership to provide leadership and management that enables the residence to meet its goals and objectives, providing a safe, clinically effective, and high performing environment.

#### **ESSENTIAL RESPONSIBILITIES**

##### **Operational Management**

- Work with Senior Director of Recovery Residences to maintain a high performing facility as defined and measured by established metrics
- Manage staff and clients to decrease turnover of clients and to increase both engagement and length of stay
- Work with Senior Director of Recovery Residences to use data and reports to identify and implement efficiencies in service workflows, reimbursement
- Continually monitor and manage insurance eligibility, authorizations for length of stay, entitlement, and timeliness of obtaining coverage and funding for and from clients
- Responsible for ensuring that identified clinical and recovery programs are implemented and being provided consistently
- Coordinate performance improvement efforts and required reporting
- Manage and oversee residents' compliance with House rules
- Manage and oversee operation and completion of essential Resident-related activities
- Oversee random drug screening of residents
- Maintain active communication and good working relationships with all referral sources and community stakeholders; facilities stream-lined process to screen and schedule for admission qualified referrals
- Oversee and manage daily operations of resident programs
- Oversee the daily maintenance of the property, buildings and grounds; coordinating with internal and external resources as necessary

##### **Billing & Revenue Management**

- Manage and implement procedures that minimize the time between resident admission and securing appropriate insurance coverage
- Manage all facets of revenue, funding, and collections cycle
- Manage collection process for former residents that leave with a balance in conjunction with centralized Billing Department. Review and approve or deny weekly payment arrangements for residents who are not paying off their balances in a timely manner

## **Compliance**

- Conduct regular audits on client charts to ensure compliance with Aspire's and regulatory agency requirements
- Actively participate in survey activities (Joint Commissions, DMHA, etc.)
- Ensure and maintain compliance with all federal, state, accreditation, and contractual standards
- Responsible for maintaining operations and staff that are in compliance with Joint Commission, OSHA, DOL, DMHA, DARMHA, INARR, HIPAA and other regulatory bodies.

## **Management and Mentorship**

- Create and maintain a work climate that emphasizes collective team performance and demonstrates Aspire Indiana Health's core values
- Coordinate daily staff meetings (huddles) with all operations team staff
- Establish staffing requirements for recruitment, selection and placement of personnel from a budgeting capacity, client needs and growth mindset standpoint
- Recruit, interview, hire, orient and train new employees in collaboration with their immediate supervisor; arrange appropriate on-boarding for clinic staff in conjunction with clinical management
- Evaluate progress toward achieving team and department goals, objectives and metrics and provide timely, relevant, and actionable feedback to direct reports
- Evaluate performance, progress toward meeting individual, team and program goals, as well as, competencies of assigned staff within required and assigned time frames and standard
- Coach employees on assigned areas of responsibility
- Ensure staff compliance with policies and procedures through utilization of training resources, coaching and disciplinary processes
- Ensure staff training and development opportunities through coaching and mentoring, as well as, corrective action through established progressive discipline procedures
- Ensure direct reports remain compliant with all annual trainings, policies, procedures, documentation, certifications, and disciplinary processes, as applicable
- Manage staff compliance with annual screenings, trainings, and licensure requirements
- Collaborate with People Operations and implement progressive discipline up to and including termination of assigned employees
- Manage timecards, time off requests and coverage for direct reports
- Monitor and positively affect employee morale

## **Performance**

- Meet or exceed established metrics for individual, department, and organizational goals
- Actively participate in goal and objective setting processes for self and direct reports
- Adhere to Aspire's policies, procedures, and guidelines, including the Corporate Compliance Program as it applies to individual job duties, the department, and the company
- Monitor and positively affect employee morale

## **Coordination & Communication**

- Work collaboratively and interactively with clinical leadership to ensure quality of services and care
- Represent Aspire at the community level by attending networking and educational opportunities and promoting the positive reputation of the residential recovery programs
- 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. People Operations, Accounts Receivable, Finance, Housing, Employment, Facilities, IT, etc.)
- Build and maintain strong working relationships with Aspire staff, as well as, external contacts
- Build and maintain a strong network of external relationships with referral sources
- Convene leadership and administrative meetings, preparing agendas and maintaining meeting minutes

- Maintain active community involvement; serve as Aspire’s representative to assigned community groups, as needed
- Participate in ongoing performance management, coaching and professional development opportunities
- Coordinate and lead regular staff meetings to communicate team member’s accountability for new and ongoing objectives and projects
- Respond in a calm and effective manner to a variety of demands, projects and personality types

### **Reporting and Documentation**

- Address the requirements of HRSA, DMHA, INARR, Medicaid, Medicare, Joint Commission, etc., as applicable to management position
- Keep all records and documents compliant with local, state and federal governing body guidelines and regulations
- Timely complete and maintain case and agency paperwork according to Aspire standards and as required by external agencies, such as: CANS/ANSA, Bureau of Primary Health Care (BPHC), third-party payees, etc, as well as, internal unit and organizational reports and documentation

### **Professional Development**

- Complete and maintain compliance with required trainings, certifications and continuing education requirements for the position to enhance professional and job-related skills
- Attend community education events/seminars to continue developing expertise in the field and improve important professional relationships
- Participate in appropriate team and/or administrative meetings, assigned committees, in-services, and other continuing education/training
- Proactively create and execute a professional development plan to stay current within field
- Participate in preparation and monitoring of departmental budget, including projects and additional expenditures and Annual and Strategic Plans

### **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
- **Self Care** - Takes deliberate care of our own mental, emotional, physical, financial, and social well-being

### **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
- **Problem-solver** - A systems approach to critical, creative thinking in solving problems and reaching goals, as well as consensus building and process improvement

## **Skills, Knowledge & Abilities**

### **Education and 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 three (3) years practice management experience or a Master'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 two (2) years practice management experience or seven (7) years practice management experience or relevant experience, or any similar combination of education/experience required
- A lived-experience perspective of populations with substance use disorder, the recovery community, and the 12-Step Model highly preferred
- Management experience in the recovery, mental health or medical field, highly preferred
- Knowledge and application of utilizing social service systems (Medicaid, Corrections, etc.) highly preferred
- Experience with Indiana Medicaid, MRO and Recovery Works, a plus

### **Other**

- Deep personal commitment to the Mission, Vision, and work of the Aspire
- Must have strong customer service and interpersonal communication skills and the ability to communicate effectively via phone or in person and be able to articulate ideas to both clinical and non-clinical audiences
- Strong ability to maintain strict confidentiality and handle highly confidential information with professionalism
- 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 be able to demonstrate accuracy and thoroughness and the ability to problem solve and utilize critical thinking skills
- Must have strong interpersonal communication, leadership, problem solving, and teambuilding skills
- Must be detail oriented, have excellent organizational skills and be flexible
- Demonstrate ability to effectively make decisions, including making difficult and unpopular decisions, and communicating those decisions with ownership and confidence
- Ability to work well under pressure in a fast-paced, time sensitive environment with shifting priorities and multiple deadlines
- Ability to conceptualize from a systems perspective
- Actively participate in performance management and coaching
- Must be able to respond appropriately and effectively in crisis situations by using good judgment and following Aspire protocols
- Demonstrate respect for client confidentiality practices
- Strong working knowledge of core technology applications, such as Google, Salesforce, and MedInformatix
- Must possess the ability to learn and/or operate relevant computer operating system environments, and the ability to operate a variety of office equipment
- 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)
- 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 a keyboard, photocopier, 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

### **Vaccinations**

For those employees who have direct patient contact, it is recommended by the CDC that a record of immunizations be documented and retained in a health personnel file. Written documentation (vaccine record) or titres (blood testing) may be needed to determine immunization status.

### **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.

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Employee Signature

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Date

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Printed Name