



JOB DESCRIPTION

Practice Manager

Reporting to: Practice Administrator

EEO Category: First/Mid-Level Officials and Managers

Created: 10/17/2017

FLSA Classification: Exempt

PRO: Practice Manager

Modified:

Position Summary

The Practice Manager will be accountable for the oversight of the office's outpatient behavioral health practice including, operations, staffing, human resources, patient satisfaction, safety, and compliance. The Practice Manager will work collaboratively with clinical leadership to provide leadership and management that enables the office to meet its goals and objectives, providing a safe, clinically effective, and high performing environment.

ESSENTIAL RESPONSIBILITIES

Operational Management (60%)

- Responsible for maintaining a high performing office as defined and measured by balanced scorecards
- Analyze data and reports to identify and implement efficiencies in service workflows, reimbursement
- Responsible for ensuring that identified clinical programs are implemented and being provided consistently
- Maintains a practice that is in compliance with HIPAA and patient confidentiality standards
- Coordinates performance improvement efforts and required reporting
- Actively participates in the complaint resolution process as needed
- Maintains active communication and good working relationships with all referral sources and community stakeholders
- Staff management:
 - Evaluates staffing needs, screens, interviews, hires, and arranges appropriate on-boarding for clinic staff in conjunction with clinical management
 - Oversees staff performance and competencies
 - Manages staff compliance with annual screens, trainings, and licensure
 - Supports staff training and develops opportunities as well as corrective action
 - Monitor and positively affect employee morale
- Compliance:
 - Conducts regular audits on client charts to ensure compliance with Aspire's and regulatory agency requirements
 - Actively participates in survey activities (Joint Commissions, DMHA, etc.)
 - Insures and maintains compliance with all federal, state, accreditation, and contractual standards

Coordination & Communication (20%)

- 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
- 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
- Participate in preparation and monitoring of rolling budget and development of the Annual Plan, as applicable

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 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

- Management and/or supervisory experience in a behavioral setting 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
- Community Mental Health experience highly preferred

Other

- Ability to meet or exceed metric standards 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

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.

Employee Signature

Date

Printed Name