



JOB DESCRIPTION

Residential Office Manager

Business Unit: Aspire Indiana

Department: Recovery Residences

Reporting to: Senior Director, Recovery Residences

Created: 09/24/2020

Location: Indianapolis, IN

Site: Progress House

FLSA Class: Full Time, Exempt

Modified:

Position Summary

The Residential Office Manager will be accountable for the management of the business and office operations at Progress House (the "Facility"), including office administration, employee management, resident satisfaction, safety, and compliance. The Residential Office Manager will work collaboratively with residential and clinical leadership to provide oversight and management that enables a wide array of services to be efficiently and effectively provided to Residents of the Facility, including clinical treatment, recovery, primary care, employment, housing, insurance entitlement, and behavioral health consulting in order to meet the Facility's goals and objectives, providing a safe, clinically effective, and high performing environment.

ESSENTIAL RESPONSIBILITIES

Operational Management

- Responsible for maintaining a high performing office as defined and measured by metrics established by Progress House and Aspire leadership;
- Analyze data and reports to identify and implement efficiencies in service workflows
- Oversee, manage or carryout, as necessary the following activities:
 - Resident Application, Interview, Admissions and Discharge processes
 - The insurance entitlement process, including collaboration with ClaimAid;
 - Scheduling and attendance tracking, related to all of Resident's appointments/meetings/sessions with Aspire/Progress House providers/facilitators:
 - Conduct Random drug screens of Residents pursuant to Progress House policy and judicial requirements (as required);
 - Resident transportation management;
 - Enrollment in and compliance with Housing funding programs (i.e., Recovery Works and SORS), including periodic billing (in collaboration with Aspire AR Department)
 - Carryout or manage all aspects of Resident billing and collection for housing and clinical services
 - Facility management
 - Coordinate with Re-Entry and Residential Administrator to address Reportable Incidents impacting or caused by Residents
- Maintain a Facility that is in compliance with HIPAA and patient confidentiality standards
- Coordinate performance improvement efforts and required reporting
- Actively participate in the compliance resolution processes, as needed

Compliance

- Conduct regular audits on client charts to ensure compliance with Aspire's and regulatory agency requirements
- Actively participates in survey activities (Joint Commissions, DMHA, etc.)
- Ensure and maintain compliance with all federal, state, accreditation, and contractual standards



- EOC surveys
- Responsible for maintaining operations and staff that are in compliance with Joint Commission, OSHA, DOL, DMHA, DARMHA, INARR, HIPAA and other regulatory bodies

Staff Management and Mentorship

- Create and maintain a work climate that emphasizes collective team performance and demonstrates Aspire Indiana Health's core values
- Establish staffing requirements for recruitment, selection and placement of personnel from a budgeting capacity, client needs and growth mindset standpoint
- Screen, interview, and make recommendations to hire new staff
- Arrange appropriate on-boarding, training, and performance reviews for staff
- Perform and evaluate staff performance and competency evaluations within required and assigned time frames and standards and provide regular coaching and feedback
- Ensure direct reports remain compliant with all annual trainings, policies, procedures, documentation and certifications, as applicable
- Provide staff training and development opportunities through coaching and mentoring, as well as, corrective action through established progressive discipline procedures
- Coach and mentor staff on quality and efficiency of work, with emphasis on teaching skills to improve and expand on their existing abilities
- 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
- 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
- Manage staff compliance with annual screenings, trainings, and licensure requirements
- Monitor and positively affect employee morale

Customer Service

- Interact with staff and residents in a positive, helpful and professional manner via telephone, email or in person
- Respond promptly and positively to residents, staff, colleagues and all others in a respectful, courteous and confidential manner via telephone, email or in person
- Foster positive communication and a team work atmosphere

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 residential and 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

Reporting and Documentation

- Address the requirements of DMHA, 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 any and all required trainings, certifications and continuing education requirements for the position to enhance professional and job-related skills
- Participate in appropriate team and/or administrative meetings, assigned committees, in-services, and other continuing education/training
- Attend community education events/seminars to continue developing expertise in the field and improve important professional relationships
- Participate in preparation and monitoring of rolling budget and development of the Annual Plan, as applicable
- Proactively create and execute a professional development plan to stay current in the field

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** -- Taking care of ourselves so that we can care for others
- Taking 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/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 office 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 office management experience or seven (7) years office management experience or relevant experience, or any similar combination of education/experience required
- Management and/or supervisory experience in a residential recovery or behavioral health setting highly preferred
- Experience with HIP, MRO and Recovery Works, a plus
- Knowledge and application of utilizing social service systems (Medicaid, Social Security, Corrections, etc.) highly preferred
- Addictions and/or Community Mental Health experience highly preferred

Other

- Deep personal commitment to the Mission, Vision, and work of the Aspire
- Strong ability to maintain strict confidentiality and handle highly confidential information with professionalism
- Demonstrate respect for client confidentiality offices
- Must be able to work independently as well as collaboratively within a team setting
- Must be able to respond appropriately and effectively in crisis situations by using good judgment and following Aspire protocols
- 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
- Ability to conceptualize from a systems perspective
- Actively participates in performance management and coaching
- Strong working knowledge of core technology applications, such as Google, Salesforce, and MedInformatix



- Must possess the ability to learn and utilize relevant computer operating systems, and the ability to operate a variety of office equipment
- 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 offices 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.

- Predominantly an office-based environment
- Ability to ascend/descend stairs
- Up to 5% travel within the community and/or state
- Use of computers, cell phones, virtual meeting tools and other technology devices up to 80% of the time
- Daily, weekly, monthly and annual deadlines
- Ability to communicate effectively in person, by phone, email or video
- 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.
- Physical requirements of the job include consistent periods of prolonged sitting or remaining in a stationary position more than 50% of the time; occasional standing and walking, which may include uneven surfaces, kneeling, squatting, crouching up to 30% of the time; some bending, stooping, stretching, reaching less than 15% of the time
- Manual dexterity sufficient to operate common office machines; including but not limited to: keyboard, fax/copiers, telephone system, calculator, and the ability to write and/or type (repeating motions that may include the wrists, hands and/or fingers) more than 50% of the time
- Ability to lift files, open filing cabinets, climb to reach higher files, and lifting average-weight objects up to 25 lbs less than 30% of the time
- Work Environment: Noise level is moderate and for the most part ambient room temperatures, lighting, and traditional office equipment as found in a typical office



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