



Community Outreach, Inc. Position Description

Position Title: Behavioral Health Office Manager

Status: Full-time, salaried, may include evenings and weekends.

Organizational Relationships: Reports to Executive Director

Agency Conformance Statements:

In the performance of their respective tasks and duties all employees are expected to conform to the following:

- Perform quality work within deadlines with or without direct supervision
- Interact professionally with other employees, clients, donors, and outside agencies
- Work effectively as a team contributor on all assignments
- Work independently while understanding the necessity for communication and coordinating work efforts with other employees and organizations

Position Purpose

The Behavioral Health Office Manager provides leadership, direction and administration of operations to ensure accomplishment of clinic and organizational objectives, and compliance with state and local standards and regulations. Coordinates the overall operation of the clinic and staff. Oversees the operation of the Behavioral Health Outpatient clinic within the framework and policies established by Community Outreach, Inc.

Responsibilities and Duties:

Manage the day to day operations of the Behavioral Health clinic, including record keeping, certification, billing, reception.

Responsible for administrative management of team of BH counselors.

Member of COI management team.

Understand and maintain compliance with state, federal, risk management, credentialing and accreditation requirements.

Work with behavioral health clinicians to establish contracting and insurance requirements for participation with insurance providers.

Manage move into new facility.

Develop and maintain policies and procedures relating to occupancy, cleaning, security and maintenance of clinic facility.

Interact with clients with a variety of developmental and sociocultural backgrounds.
Receive and respond to client, staff or provider concerns as needed.
Establish and maintain relationships with partner agencies for counseling interns and referral sources.

Special Position Requirements:

Must be detail-oriented, possess the ability to multi-task, prioritize work and be open to cross-functional training.

Maintain confidentiality in matters relating to staff, providers, clients/family, contracts, pricing and other proprietary information.

Ability to provide effective leadership and guidance to staff.

Ability to manage a growing and complex work environment related to changing staff levels, client needs, new projects and the growth trajectory of the organization.

Monitor staff performance, provide team members with regular feedback and performance appraisals and conduct disciplinary actions as needed.

Required Qualifications:

Bachelor's Degree in Health Care Administration, Business Administration, Public Administration or related field, or equivalent experience.

Thorough knowledge of Oregon Administrative Rules (OARs)

Knowledge of compliance issues related to Behavioral Health practices

Knowledge of HIPPA and 42 CFR laws and regulations.

Excellent verbal and written communication skills.

Preferred Qualifications:

Administrative supervisory experience within a clinic setting.

Knowledge of medical billing and coding.

Experience with Oregon Health Plan or other public healthcare system.

Salary:

\$32,000-\$40,000 dependent on experience.

Benefits:

Health insurance, Paid Time Off, Dental Insurance, Vision Insurance, Flexible Schedule, Life Insurance.

To apply, please send cover letter and resume to bdanley@communityoutreachinc.org.
(Incomplete applications will not be considered.)