

## EMCMHC

### Job Description

**CLASS TITLE:** Office Manager                      **FLSA:** Exempt

**DEPARTMENT:** Clinical Services

**ACCOUNTABLE TO:** Administration

**PRIMARY OBJECTIVE OF POSITION:** Under general direction manage a Regional Clinical Office. Is responsible for the management of Therapists, Counselors, Case Managers, and ancillary services in providing for mental health/substance abuse counseling and therapy to individuals of all ages. Performs those office support services needed to serve the clientele in the Region. Work requires individual judgement within established policies, rules, and the client's individual treatment plan.

#### **ESSENTIAL JOB FUNCTIONS:**

- Physical requirements may require lifting up to 35#'s (greater with assistance), bending, stooping, and prolonged sitting;
- Must have ability to communicate orally and in writing;
- Must be trained in HIPAA compliance and ensure that staff as appropriate is trained in HIPAA, Crisis Reponse, and MANDT within three (3) months of their employment, and remain certified throughout their employment;
- Must complete Credible HER functionality and overview training within the first month of employment and maintain Certification throughout employment;
- Work is generally performed in an office; and
- Some traveling required where exposure to inclement weather of heat, cold, rain, and snow may occur.

#### **MAJOR AREAS OF ACCOUNTABILITY AND PERFORMANCE:**

- Supervise, coordinate and perform office functions under the direction of administration;
- Prepare, submit, receive and verify reports;
- Accounts receivable and collections;
- Oversee client intake, coordination and scheduling;
- Oversee petty cash, resident funds and cash receipts; and
- Performs those additional duties and responsibilities that may be assigned.

**SUPERVISION – RESPONSIBILITY FOR WORK OF OTHERS:** Supervises Therapists, Counselors, Case Managers, and ancillary services in the Region.

**CLASS TITLE: Office Manager (continued)**

**EDUCATION, TRAINING, AND EXPERIENCE REQUIREMENTS:**

- Graduation from High School or its equivalent (Bachelor degree preferred but not necessary);
- Possess typing and computer skills;
- Three (3) years of Management/Supervisory experience;
- One (1) year experience working in the Social Services or Medical fields; and
- Must possess a valid Montana Operator's License with insurance that will cover passengers.

**EXAMPLES OF PERFORMANCE CRITERIA AND EXPECTATIONS:**

- Be available to staff as needed;
- Working knowledge and ability to apply professional standards of practice in job situations;
- Ability to multi-task and develop and maintain client schedules;
- Managing critical deadlines and paying keen attention to detail;
- Knowledge of Medicaid, Medicare, private insurance billing;
- Must have strong computer skills, system application, knowledge of spreadsheet applications, and other office equipment;
- The ability to work across departments to achieve positive outcomes for clients and employees;
- Knowledge of accounting procedures to maintain petty cash, resident fund, and accounts receivable;
- Must maintain confidentiality and integrity;
- Must possess the ability to deal tactfully when personnel, clients, family members, visitors, government agencies, and the general public;
- Must possess the ability work harmoniously with and supervise other personnel;
- Must be able to communicate policies, procedures, regulations, reports, etc., to personnel, clients, family members, visitors, and government agencies; and
- Experience working in a busy and productive environment.

**Reasonable accommodations may be made to enable individuals with disabilities to perform any non-essential job function.**

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