



Position: Group Practice Manager

Reports to: Practice Owners

Hourly Position, non-exempt

Description: The practice manager is responsible for the daily operations of a thriving experiential practice, overseeing client services, operations, and contributing to practice growth.

The Action Promise: Partnering with clients for positive growth and learning experiences through active methods and professional competencies.

Core Competencies:

1. Bachelor's degree in office systems/healthcare management OR Masters degree in behavioral healthcare field with clinical experience
2. Unwavering commitment to quality programs
3. Excellence in organizational management
4. Thorough understanding of protected health information management
5. Positive contribution to team culture
6. Strong written and verbal communication skills; a persuasive and passionate communicator with excellent interpersonal and multidisciplinary project skills
7. Technology savvy (Google, Teachable, TherapyAppointment)
8. Ability to work effectively in collaboration with diverse groups of people
9. Passion, idealism, integrity, positive attitude, mission-driven, and self-directed

Duties and Responsibilities:

1. Client Services
 - a. Coordination of services for client intake
 - b. Manage telephone and email inquiries
 - c. Schedule clients as efficiently as possible
 - d. Check insurance benefits
 - e. Communicate with clients on scope of services and associated fees
 - f. Direct patient account questions appropriately
 - g. Communicate with clinicians on intake and other client needs
2. Operations
 - a. HIPAA compliance-Assure compliance of the practice and its employees with Federal, State, and Local Government regulations, including but not limited to OSHA, CLIA, HIPAA

- b. Monitor and manage faxes for medical record requests, communicate with staff when needed
 - c. Communicate to all stakeholders about all practice-related updates and updates in the field at large
 - d. Develop and keep current the electronic resources of the practice (i.e., Teachable, Action website) both internal and external
- 3. Practice Growth
 - a. Recruit and onboard new providers
 - b. EMR Reporting: new client referrals, referral sources, client retention
 - c. Audits of record keeping systems (i.e., HIPAA security, 1099 contracted clinician license and insurance files, clinical files and documentation, etc.)
- 4. Manage social media accounts, e-newsletter, Google Business Page, other
- 5. Connect to OBH, AT, and experiential/expressive therapies to provide resources to clinicians
- 6. Network (social media and in person) for client referrals and clinicians to join practice
- 7. Other duties as assigned