



## Position Description

**Job Title:** Administrative Supervisor (1.0 FTE) **Date:** 12/30/2020  
**Reports To:** Practice Manager and Agency Directors **Rev.:** 12/30/2020  
**Salary/Compensation:** Starting at \$45,000/annum **FLSA:** Exempt

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### Summary:

The Administrative Supervisor plays the integral role of day-to-day office/administrative coordination, helping to direct referral processing and client scheduling. The Administrative Supervisor works with the Practice Manager in developing and continuously improving policies/practices for overseeing client flow, scheduling, and all non-clinical operations of the office. In collaboration with the Practice Manager, the Administrative Supervisor manages/oversees work assignments, performance, and productivity of the administrative/office staff. This position requires knowledge and skills in psychological services business office management, or the willingness and capacity to rapidly develop such knowledge and skills. Attention to detail, organizational skills, an ability to track multiple demands, interpersonal skills, team leadership skills, and customer service skills are required.

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### Duties & responsibilities:

1. Identifies, coordinates and assigns daily tasks/duties among administrative team, including:
  - a. Monitoring of incoming service requests, and delegating/coordinating needed follow-up actions.
  - b. Monitoring clinical capacity, to ensure clinic is adequately scheduled with appropriate clients/cases.
  - c. Developing, implementing, and monitoring systems to ensure relevant client forms and service authorizations have been completed prior to service provision.
  - d. Developing, implementing, and monitoring systems to ensure necessary information is entered into each client's electronic medical record;
  - e. Developing, implementing, and monitoring systems to ensure timely response to service requests;
  - f. Developing, implementing, and monitoring systems and practices to ensure consistency between administrative assistants' practices and the policies/missions of MindSights.
2. In collaboration with the Practice Manager, oversees, supervises and manages employees in non-clinical, administrative/support positions.
  - a. In collaboration with the Practice Manager, makes hiring decisions regarding administrative support positions.

- b. Oversees, training, orientation, skills-development, and performance of designated employees in non-clinical, administrative/support positions.
  - c. Ensures non-clinical, administrative/support employees work in compliance with agency policies/procedures and relevant laws.
  - d. Completes Performance Reviews of supervisees, with Practice Manager input.
  - e. Makes recommendations regarding changes in compensation levels of supervisees.
  - f. Manages disciplinary decisions regarding performance of employees in non-clinical, administrative/support positions, up to and including termination procedures.
3. Develops and models front-end communication strategies with clients/families, community partners, and referring providers.
  4. Client communications
    - a. With the rest of the administrative team, serves as initial point-of-contact for providers and potential patients/clients contacting the clinic to inquire about services.
    - b. With the rest of the administrative team, provides information about service array, fees, and logistic to interested parties in the community.
    - c. With the rest of the administrative team, responds promptly to inquiries regarding service availability, scheduling/appointments, and other patient/client questions.
  5. Processes initial referral/service requests in accordance with clinic policies and practices
    - a. Maintains positive/collaborative working relationship with all community partners requesting information about services.
    - b. With the rest of the administrative team, ensures patients/clients are provided with information, office forms, etc., needed to initiate services.
    - c. With the rest of the administrative team, ensures that initial office paperwork/consents are completed.
    - d. In collaboration with Practice Manager and other members of administrative team, ensures any required prepayments are collected, processed, and posted in a timely manner.
  6. Manages and coordinates clinical scheduling
    - a. Coordinates, supports, and assists administrative team in scheduling client appointments.
    - b. Coordinates, supports, and assists administrative team in ensuring client appointment reminders/notifications.
    - c. Coordinates, supports, and assists administrative team in monitoring/tracking capacity of clinic based on available appointments on clinic calendar.
    - d. Coordinates, supports, and assists administrative team in adjusting and/or rescheduling client/clinician appointments when circumstances require changes to existing appointments.
  7. Provides support for non-clinical appointments/meetings
    - a. Assists in scheduling internal meetings (e.g., staff meetings).
    - b. Assists in scheduling meetings with community partners.
    - c. Takes detailed meeting minutes.

8. Assists with developing and implementing organizational practices for administrative activities
  - a. In collaboration with Practice Manager, develops functioning system for organizing clinician's clinical schedules;
  - b. In collaboration with Practice Manager, develops policies and procedures ensuring flow of service requests and client scheduling;
  - c. In collaboration with Practice Manager, solicits feedback from administrative team to assist in development/refinement of formal policies and procedures for *a*, *b*, and *c*, above.
  
9. Develops and implements record-keeping practices to organize operational/administrative information.
  - a. In collaboration with Practice Manager, develops and implements systems to ensure patient Electronic Health Record (EHR) are updated and maintained.
  - b. In collaboration with Practice Manager, develops, refines, and adjusts clinic practices regarding security of paper health records and the timely transfer of such documents into EHR.
  - c. In collaboration with Practice Manager, develops, refines, and adjusts clinic practices to ensure adequate protection client confidentiality and Personal Health Information (PHI) in administrative tasks.
  - d. Oversees and manages administrative team's practices regarding release of confidential health records to ensure consistency with clinic policies and procedures as well as relevant rules/laws.
  
10. Works with Practice Manager to develop, implement, and monitor effective administrative programs/services in a Continuous Quality Improvement model.
  
11. Attends staff meetings, as applicable.
  
12. Maintains awareness of logistical, systemic, scheduling-related, and billing-related issues/practices involved with serving clients with various third-party payers, including but not necessarily limited to:
  - a. Private-pay arrangements;
  - b. Commercial insurers;
  - c. Contracted Individualized Education Evaluations;
  - d. DHS- Child Welfare evaluations;
  - e. RAPID program referrals;
  - f. OPDS-contracted services;
  - g. Other contracted services.
  
13. Facilitates and models collaborative communications between administrative and clinical staff.

**Qualifications:**

Education/training:

1. Work history demonstrating critical thinking skills, independent judgment, ability to achieve long-term work goals, and capacity to master new skills/concepts; Bachelor's degree preferred.
2. Prior experience with customer/client service and communication.
3. Behavioral health/medical scheduling experience preferred.
4. Prior team-leadership/coordination experience preferred.
5. CPT and DSM/ICD coding knowledge preferred.

Communication skills:

1. Ability to interact effectively, empathetically, and professionally with clinical staff, management, clients, and community partners of diverse backgrounds.
2. Strong written and verbal communication skills.
3. Ability to effectively delegate tasks and responsibilities among members of multi-person team.
4. Strong interpersonal problem-solving skills.

Self-management skills:

1. Ability to independently track completion of assigned job duties.
2. Ability to exercise discretion in creating solutions to problem situations.
3. Ability to recognize when situations require collaboration/consultation with management staff, and to seek collaboration/consultation when needed.
4. Demonstrates flexibility and judgment when situations require novel solutions.

Technology skills:

1. Knowledge of safe and efficient usage of office equipment.
2. Knowledge of and ability to utilize all relevant aspects of her/scheduling software, or ability to develop such knowledge/ability.
3. Knowledge of use of general office software, particularly Office programs (Word, Excel, PowerPoint).
4. Able to use electronic communication technologies (email, telephone, videoconferencing) effectively and within office policies.

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**Compensation**

Position is a salaried, FLSA Exempt position expected to require approximately 40 hours/week, negotiable based on skill set and experience. Benefits as stated in general employment policies.