



Position Description

Job Title:	Practice Management Assistant	Date:	06/12/2020
Reports To:	Practice manager and Relevant program Manager(s)	Rev:	05/16/2022
Compensation:	Beginning at \$18.50/hour	FLSA:	Non-exempt
		FTE:	Full-Time

Summary:

The Practice Management Assistant position primarily provides logistical, operational, data analysis, and management/administrative support to the MindSights Practice Manager to ensure the smooth functioning of MindSights' overall operations and infrastructure. As a secondary function, the Practice Management Assistant provides operational and management/administrative support to the MindSights RAPID assessment Program Manager (a unique clinical service providing broad-based screenings of emotional, behavioral, and developmental strengths/needs for children entering foster care).

This position involves a diverse array of duties, responsibilities, and opportunities; therefore, it also requires excellent organizational skills, flexibility, task-prioritization skills, self-direction, attention to detail and clear communication. Bilingual English/Spanish speaking is essential for serving many of our client population. Because it also involves some access to client/patient Protected Health Information (PHI) and to potentially sensitive employee information, a high level of discretion and a commitment to protecting confidentiality are essential.

Duties & responsibilities

1. Assists Practice/Program Manager(s) with clinic/program operations, including:
 - a. Implements and oversees systems for tracking program operations such as clinical productivity, clinical CEU units, and insurance compliance checks;
 - b. Provides technology/procedural support as needed, for programs such as WordPress, EverSign, Adobe Acrobat, and Q-Interactive;
 - c. Communicates/coordinates with vendors to ensure services and resolve problems, including: paying invoices, receiving technical support, and getting replacements for faulty products;
 - d. Manages inventory of psychological testing inventory and materials, ordering new supplies when needed;
 - e. Maintains and updates current policies and procedures manuals as needed;
 - f. Assists with development/implementation of policies and procedures associated with best practices, quality improvement, and improvement of efficiency within the practice.

2. Assists in ensuring clinical and operational compliance with relevant contracts, rules, and laws, including:
 - a. Performs required federal database checks along mandated timelines;
 - b. Monitors clinician licensure status;
 - c. Monitors and facilitates program/payer enrollment processes and credentialing.
3. In collaboration with Practice Manager, assists with ensuring responsive and compliant Human Resources practices, to include:
 - a. Tracks and verifies billable clinical hours for each pay period;
 - b. Supports/assists in processing payroll;
 - c. Tracks, schedules, and assists in preparation for employee performance reviews;
 - d. Researches answers to employee questions regarding benefits, policies, procedures, etc.
 - e. Monitors, facilitates, and ensures completion of employee onboarding/offboarding practices and procedures, etc.
4. Assists clinical staff in obtaining behavioral inventories and releases, including:
 - a. Emailing behavioral inventories to clients' caregivers, teachers, and caseworkers as requested by clinical staff; troubleshooting technical issues if they arise;
 - b. Obtains PHI disclosures as requested by clinical staff;
 - c. Scores digital and paper copies of behavioral inventories.
5. Provides data management support/assistance to RAPID Program Manager(s), including:
 - a. Enters, maintains, and ensures the integrity of data gathered through the RAPID assessment program serving children entering foster care;
 - b. Creates relevant data reports/summaries;
 - c. In collaboration with RAPID Program Manager, communicates relevant data to outside parties (e.g., Primary Care Providers; Department of Human Services);
 - d. Initiates Care Coordination services for clients;
 - e. Works with clinical staff and caseworkers to coordinate mental health referrals for clients to relevant agencies;
 - f. Obtains and verifies PHI authorizations from caseworkers and releases RAPID reports to relevant parties (e.g., Primary Care Providers, schools);
 - g. In collaboration with Program Manager and scheduling team, tracks EveryStep clients and communicates with Care Coordinators regarding their clients' appointments;
 - h. In collaboration with Program Manager and/or Practice Manager, develops and monitors internal data points and systems needed for improving the quality of practices and operations.
6. Researches practice- and program-relevant points-of-interest (e.g., emerging best practices; refinements to the field's understanding of Adverse Childhood Experiences;

current psychometric instruments relevant for particular types of clinical work; etc.) at the request of Practice/Program Manager(s).

7. Provides other administrative support, including:
 - a. Schedules meetings with internal and/or external participants;
 - b. Sends weekly meeting reminders to staff;
 - c. Takes detailed meeting notes/minutes;
 - d. Provides back-up support/assistance to Administrative team, as needed;
 - e. Assists Practice/Program Manager(s) with monitoring progress toward completion of identified goals/projects;
 - f. May occasionally provide management support for other members of the management team, as needed and as time permits;
 - g. Performs other duties related to assisting Practice/Program Manager(s) not specifically listed in this job description, as needed and as time permits.

 8. Provides logistical support to Spanish speaking clients and families during scheduling process for psychological testing, including:
 - a. Providing available appointment times;
 - b. Answering basic questions about our services;
 - c. Reviewing and responding to voicemails from Spanish-speaking clients;
 - d. Helping RAPID program families connect to recommended services.

 9. Protects client/patient and employee confidentiality alike, per policies, procedures, and relevant laws.

 10. Attends agency meetings, as applicable.
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Qualifications:

Education/training:

1. Bachelor's degree and/or work history demonstrating critical thinking skills, self-direction, independent judgment, ability to achieve long-term work goals, and capacity to master new skills/concepts.
2. Prior data entry/analysis experience.
3. Prior experience in administrative/executive assistance preferred.

Communication skills:

1. Bilingual (English/Spanish) is highly preferred.
2. Ability to interact effectively and professionally with clinical staff, management, clients, and community partners.
3. Ability to maintain confidentiality of human resources and client information.
4. Strong written and verbal communication skills.
5. 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. Flexibility and sound judgment when situations require novel solutions.

Technology skills:

1. Knowledge of safe and efficient usage of office equipment.
2. Experience and proficiency with Microsoft Office Word and Excel.
3. Ability to develop the understanding and competence required to utilize all relevant aspects of practice management and EHR software.
4. Able to use electronic communication technologies effectively and within office policies.
5. Experience and competence with statistical analysis software (e.g., SPSS) preferred.

Compensation and Benefits

Position is Non-Exempt, hourly wage. 40 hours/week. Beginning pay of \$18.50 per hour, \$19.90 per hour for bilingual English-Spanish speakers. Benefits as stated in general employment policies.