

Application process

Please email (only) Kristi at kristi@owlsnestnorth.com a résumé and cover letter. Applications without a cover letter or stock cover letters will not be considered. Successful applicants will be contacted to setup a videoconference interview.

Job purpose

The purpose of this position is to provide administrative and operational support to the clinic and clinical directors, and manage the overall operations of the clinic.

Duties and responsibilities

Administrative

- Maintain clinic files
- Utilize various phone and computer technology
- Process new hire enrollments and paperwork
- Order supplies
- Copying and faxing
- Responding to records requests
- Report issues in the building to supervisors
- Coordinate building maintenance when needed
- Practice HIPAA standards
- Process, reconcile and troubleshoot medical billing through EHR and Excel
- Maintain confidentiality of client and personnel records
- Process payroll
- Adapt to new technology with little assistance
- A superhero degree of attention to detail, while holding bigger picture values and imperatives
- QA mental health documentation/records
- Perform background checks for potential employees
- Manage users on a variety of technology platforms
- Contact waitlisted clients and maintain waitlist database
- Scanning and faxing client records
- Organizing documentation for routine OHA audits
- Support clinical staff in achieving compliance standards
- Maintain MOTS data
- Support Directors in a variety of tasks
- Audit and maintain personnel records to meet legal and state requirements

Personal Qualities

- Excellent attention to detail
- Skill with numbers
- Ability to solve complex problems in a community setting
- Adaptable and flexible
- Ability to track complex and nuanced tasks
- Critical thinking skills
- Ability to maintain high standards of confidentiality and privacy with sensitive information
- Self-reliant and independent, but able to ask for assistance when needed
- Reliable and organized
- Resilient and open to feedback
- Capacity to maneuver grey areas and adapt to contextual needs
- Flexible as clinic needs develop and change
- Communicative and able to resolve interpersonal conflict
- Proactive about taking progressive responsibility for clinic management

Qualifications

Demonstrated success managing and performing complex and simple tasks, as well as tolerating repetition and change equally.

- Must pass a criminal background check prior to hiring
- More than five years experience managing operations and administrative duties
- Intermediate to expert skill using Microsoft 365 products, email, a variety of web-based applications, the internet and *highly* adaptable to new technologies
- Demonstrated willingness and ability to meaningfully collaborate with a clinical team on social justice and anti-oppression issues.
- Familiarity with GLBTQI2SA+ people and people of non-dominant cultural experiences.

The Clinic Manager must meet the following minimum qualifications:

- Minimum 3 years experience with medical billing
- Minimum 3 years experience using EHR
- Intermediate skill – Excel
- Minimum 5 years experience managing small business operations
- Advanced problem-solving skills
- Demonstrated high degree of accuracy in financial and record-keeping tasks
- Ability to communicate clearly and engage around miscommunication
- Demonstrated critical thinking skills and sound judgment
- Ability to work independently and discern when to seek guidance
- Excellent references
- Knowledge, understanding and capacity to follow strict ethical and legal guidelines around client confidentiality;
- Recovering Staff: Program staff, contractors, volunteers and interns recovering from a substance use disorder, providing treatment services or peer support services in substance use disorders treatment programs, must be able to document continuous abstinence under independent living conditions or recovery housing for the immediate past two years.

Preferred

- QMHA or higher
- Bilingual
- Background and/or experience in mental health or medical clinic

Working conditions

This position requires regular early morning and occasional evening hours, but scheduling is somewhat flexible. A successful candidate can expect to provide 25 hours per week on job duties in a COVID-safe. The majority of work will be done remotely, but some will be required in-person.

Candidates are required to have some flexibility as to work hours based on clinic needs.

Benefits and Compensation

This position offers paid time off on an accrual basis and paid floating holidays, health/vision/dental, and sick time. \$30-40 per hour, range depending on experience and skill. Potential for position to become salaried after six months and demonstrated skill/fit.

Physical requirements

This position may require sitting for extended periods of time and repetitive tasks.