



Position: Compliance Manager and Client Coordinator
Organization: Blanton-Peale Counseling Center
Reports to: Assistant Director Quality Assurance and Compliance
Status: Full-time, Salaried, Exempt

The Blanton-Peale Counseling Center, a thriving outpatient mental health facility in Midtown Manhattan, is seeking a licensed MSW, MHC or comparable education to serve as the Compliance Manager. The Clinic provides affordable psychotherapy and psychiatric services to a wide and diverse cross-section of people in New York City. Last year it saw 1,550 clients and will be expanding in the coming year.

The Clinic is licensed by the New York State Office Mental Health (Article 31 facility) and is part of the Blanton-Peale Institute & Counseling Center. The organization was founded in 1937 by internationally renowned Rev. Dr. Norman Vincent Peale, author of *The Power of Positive Thinking*, and the eminent psychiatrist Dr. Smiley Blanton, who trained in psychoanalysis with Sigmund Freud. Since 1953, it has been treating people of all beliefs, races, ethnicities, sexual orientations and gender identities.

POSITION DESCRIPTION

Summary of Position: The Compliance Manager works with the Assistant Director for Quality Assurance and Compliance to ensure that Blanton-Peale and its therapists are meeting OMH regulations and serves as a Client Coordinator.

RESPONSIBILITIES

Compliance Manager [System-facing functions]

Assist the Assistant Director for Quality Assurance and Compliance in implementing and maintaining systems necessary for the smooth and efficient functioning of the Blanton-Peale Counseling Center:

- Conducts systematic review of client charts for completeness and OMH compliance. Work with therapists and Assistant Director for Quality Assurance and Compliance to address deficiencies in treatment documentation
- Stays up to date on OMH regulations
- Maintains the chart room and closes out charts of clients who have completed treatment with Blanton-Peale
- Orders Clinic supplies such as patient folders, medical inserts, sign-in and appointment cards, etc.
- Assists with the implementation of program evaluation activities to support continuous improvement and assure that client needs are being met
- Assists with updating all treatment documentation
- Assists with the Clinic's High Risk Committee as needed
- Completes all medical record requests in a timely manner
- Coordinates with client, pharmacy and psychiatric provider to resolve any issues with medication prescriptions and assists psychiatrists with obtaining prior authorizations when necessary
- Assists with implementing a smooth interface with the billing department, including the utilization of EMR-software by therapists and processing the necessary paperwork to re-credential the Clinic with various insurance companies

Client Coordinator [Client-facing functions]

Serves as one of three Client Coordinators, the first point-of-contact for individuals seeking supportive services from the Blanton-Peale Counseling Center:

- Checks messages from prospective clients several times a day, answers calls and emails in a timely fashion, schedules and connects therapists and clients for intake interviews, monitors receipt of completed intake forms, and prepares charts for Disposition meetings
- Provides referrals to clients for whom Blanton-Peale is not the appropriate service provider
- Provides coverage during assigned Clinic hours, along with other Clinic Managers and Clinic Director.
- Shares emergency phone duties and works with management team and therapists to address emergency situations.
- Keeps pulse on the needs of Blanton-Peale clients by providing therapy to 10 to 15 clients per week.

Overall

- Reaches out into the community to engage partner organizations and sources for client referrals.
- Communicates the Blanton-Peale vision and purpose wherever appropriate.
- Crosstrain in other functions related to Clinic management.
- Other duties as assigned

Hours

Monday and Friday 11:30 am to 7:30 pm

Tuesday thru Thursday 12 to 8:00 pm

Salary competitive and based on experience.

Masters level degree and license a must.

To apply, qualified candidates please send resume and cover letter to jobs@blantonpeale.org noting the job title in the subject line. Applications will be accepted until the position is filled.

Blanton-Peale Institute & Counseling Center does not discriminate on the basis of race, color, creed, religion, national origin, sex (including pregnancy and parenting status), disability, age, veteran status, sexual orientation, gender identity or expression, marital status or genetic information in its programs or activities. We strongly encourage people of diverse identities to apply.