

Office Manager Job Description

Full-time, Salaried, Exempt

Reporting to the Clinic Director

Blanton-Peale thrives on diversity and highly encourages applications from people of color and diverse identities. Blanton-Peale offers an equal employment opportunity for all regardless of race, color, citizenship, religion, national origin, sex, sexual orientation, gender identity or expression, age, disability, veteran or reservist status, or any other category protected by federal, state, or local law.

Introduction

In today's world, we are all recognizing the vital importance of mental health care. At Blanton-Peale, we're focused on providing affordable and accessible, holistic, and culturally-responsive mental health services and we're training the next generation of mental health professionals. Blanton-Peale therapists walk with their clients through the challenges of life. They help them to heal, to grow, and to flourish. In 2021, we provided 41,000 sessions of affordable mental health care to New Yorkers who needed it most. This includes talk therapy and complementary psychiatric services. Our goal is to help each person become their best self, the person they were born to be, and to find their own resilience. And because we work with such a diverse set of clients, Blanton-Peale is a sought-after training ground. Early career and seasoned social workers, mental health counselors, psychiatrists and psychoanalysts, get the experience they need under the wise and watchful eyes of our expert supervisors. Our founders, Dr. Norman Vincent Peale and Dr. Smiley Blanton, were innovative, forward-leaning thinkers. In the midst of the Great Depression – a time of rising unemployment, tumult and pain – Drs. Peale and Blanton were among the first to address mental health alongside spiritual care.

Summary:

The Office Manager is a Full-time position eligible for generous employee benefits. The Office Manager is an empathetic, organized, and detail-oriented individual who sets the tone for exceptional customer service and teamwork. The ideal candidate has strong administrative and organizational skills, is flexible, and able to make independent decisions, while also collaborating as an integral member of the Clinic Operations team. The Office Manager has supervisory skills that ensure the reception staff feels supported and trained to handle sensitive information and interface with clients in a helpful and timely way. The Office Manager is also responsible for ensuring reception coverage during operational hours, which are Monday-Friday, 8:00 am-9:00 pm, and Saturday, 9:00 am-5:00 pm.

Given the present COVID-19 pandemic, this position will begin as a hybrid model working remotely 2 days a week and onsite 3 days a week, with the expectation to be onsite more fully once it is appropriate to do so.

RESPONSIBILITIES

Client and Provider-Related Responsibilities

- Oversee reception, ensuring consistent staff coverage, efficient capability, HIPAA compliance and exceptional customer service (in-person and electronically)
- Create a welcoming, supportive environment for all clients, staff and other stakeholders
- Review daily cash sheets and client payments received by reception
- Organize and track scheduling processes: in-person and teletherapy office usage (via Room scheduler/Teams, and Outlook) and psychiatric appointments (using a SharePoint system)
- Lead weekly reception team meeting
- Coordinate with appropriate Blanton-Peale staff to ensure that all clinical spaces meet current health and safety standards
- Follow up on client relation needs, collaborating with clinic administrative team, as needed
- Support medication prescription processes between psychiatrists, clients, and pharmacies, as needed
- Initiate onboarding process for new providers, coordinating background check and documentation requirements
- Ensure timely addition of new providers and employees to various Blanton-Peale systems (e.g. AccuMed EMR, email, Teams, phone system, etc.)
- Maintains provider files, email listserv, and directory

Systems-Related Responsibilities

- Integral member of the Clinical Operations Team, meeting weekly
- Collaborate with billing department on payment processes, including insurance and (re)credentialing of providers
- Manage reception-client interactions with regards to past due balances
- Interface with IT when necessary
- Work with community partners for client benefits, i.e. PTAR (public transportation, CMS, etc.)
- Complete medical record requests in a timely manner
- Order clinic supplies, as needed

Blanton-Peale

Institute & Counseling Center

- Organize and distribute counseling center mail
- Other duties as assigned

Qualifications:

At least 3 years of relevant experience in a healthcare facility or other similar environment

Superior interpersonal and communication skills

Familiarity with mental health service delivery

Capable of working independently as well as collaboratively

College degree preferred

The expected salary band for this position is \$50,000-\$55,000. Generous health insurance benefits, employer match for 403b retirement fund, life insurance, optional FSA, etc. Generous vacation, personal and sick days, as well as holiday schedule.

To apply: Please email cover letter and resume to jobs@blantonpeale.org with Office Manager in the subject line.