GENERAL PURPOSE: Under supervision from the Director of Nursing and in collaboration with Medical Director, the Practice Manager organizes, administers, and oversees the operation of our outpatient care team. The Practice Manager oversees and coordinates clinical & medical continuum services functions, ensures quality of treatment and compliance with company goals. The Practice Manager is also responsible for the administrative oversight of the team including financial, resource and facilities management. The Practice Manager is responsible to coordinate with non-clinical managers and leaders to ensure outpatient continuum of services receives needed administration in quality, compliance, fiscal operations, human resources, information technology, and business relations.

ESSENTIAL DUTIES AND RESPONSIBILITIES

- Leads, directs, and monitors the delivery of health care and related health and medical services
- Plans, develops and implements procedures and policies that enhance the quality of life for people receiving services and assures procedures that support people managing their own health care
- Provides leadership to assure compliance with local, state and federal regulations
- Provides effective and efficient budget management that ensures best utilization of CMH’s resources
- Oversees, coordinates, and provides leadership in the provision of clinical therapeutic services, in accordance with program objectives, medical and clinical guidelines, procedures and standards, and The Center’s goals
- Ensures accuracy, quality and efficiency standards are met with regards to medical record standards case management services for consumers
- Advocates appropriate services for consumers
- Identify, implement and monitor customer service standards to ensure team is meeting internal and external customer needs, in a professional manner
- Develop long and short-term goals for the team that are consistent with program and organizational goals
- Train and evaluate staff to maintain quality within the team, encourage growth and development while instilling awareness of cultural diversity
- In coordination with DON, develops and implements health care related training that assures the best possible delivery of health-related supports and services. Reviews training at least annually and makes modifications as needed
- Oversees staff work schedules to ensure adequate staffing for outpatient locations
- Reviews and implements process improvement for work flow to ensure that optimal services are being provided for clients
- Provide supervision to staff on a weekly or bi-weekly basis to include problem solving, coaching, goal setting, and additional guidance on any performance issues
- Participates in the selection process for internal and external candidates for program staff
- Conducts timely audits to ensure compliance with The Center for Mental Health goals, policies, state and
other regulatory policies regarding clinical care and documentation

- Provide direct consumer consultation and care utilizing evidence based best practice models; develop, evaluate and modify programs as requires
- Complete performance evaluations and provide appropriate coaching and counseling to ensure all employees perform at satisfactory levels, identify when discipline is appropriate
- Provide oversight to ensure compliance with the standards for all licensing, regulator and professional bodies in a professional manager
- Coordinates succession planning with direct report managers and supervisors
- Identify, implement and monitor customer service standards to ensure team is meeting internal and external customer needs, in a professional manner
- Attends all management meetings and serves on appropriate work groups/committees to further the goals of The Center for Mental Health
- Serves as a representative/role model of the programs as well as The Center for Mental Health with program consultants, consumers, families and the community as required. Projects a positive image to other agencies and public.
- Participates in and utilizes opportunities that provide professional growth through attendance at center in-services and other conferences and by conducting consultation and education functions as indicated
- Promotes cooperative working relationships and positive team atmosphere
- Interfaces with local and state policy makers, community leaders, and providers in the treatment focus area to assess needs and develop and implement programming as determined to be necessary

**Center-Wide Essential Duties and Responsibilities**

- Responsible for keeping client information confidential by adhering to Colorado law and policies and procedures for The Center.
- Responsible for compliance with applicable federal, state and local laws; professional practice acts and ethical guidelines; policies and procedures of The Center; and contractual guidelines.
- Responsible for supporting The Center’s Vision, Mission, Values and Beliefs by practicing and modeling a culture of wellness within a *One Team Mindset*.
- Completes all administrative paperwork and Qualifacts documentation/time sheet (billing and personnel/payroll) as requested/required
- Completes required competency training in Essential Learning and additional training as requested or selected by supervisor
- Reviews and acknowledges Center policies and procedures as requested/required

**MISC. DUTIES AS ASSIGNED**

This job description in no way states or implies that these are the only duties to be performed by the employee occupying this position. It is not intended to limit or in any way modify the right of any supervisor to assign, direct, and control the work of employees under his/her supervision. The use of a particular expression or illustration describing duties shall not be held to exclude other duties not mentioned that are of similar kind or level of difficulty.

**SUPERVISORY DUTIES:** As assigned.

**QUALIFICATIONS:** To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodation may be made to enable individuals with disabilities to perform the essential functions.
Education or Formal Training and Experience:
- High School Diploma or GED required; degree, certification or training in a medical- or clinical-based field strongly preferred
- Minimum of 2 years’ experience providing direct oversight of a medical or clinic-based setting required
- Supervisory and Project Management experience
- Fluency in English required; Spanish strongly preferred
- Proficiency with Microsoft Word and PowerPoint
- Ability to enter data on The Center’s computerized record keeping system
- Ability to interact with people in a professional, friendly manner
- Ability to work independently as well as cooperatively and constructively as a part of an interdisciplinary team

Knowledge, Skill and Ability: (include materials and equipment directly used)
- Ability to problem solve
- Ability to enter data on The Center’s computerized record keeping system
- Ability to communicate verbally and in writing in a manner readily understood by others
- Ability to operate a computer keyboard
- Ability to compose written materials
- Ability to develop programs within the scope of the position
- Ability to travel to other Center offices
- Ability to interact with people in a professional, friendly manner
- Ability to work independently as well as cooperatively and constructively as part of an interdisciplinary team
- Ability to think critically and independently
- Ability to realize and activate potential in every interaction, every day
- Ability to adapt to change in the workplace
- Ability to use change as an opportunity for innovation and creativity
- Ability to inspire and model collaborative teamwork

WORKING ENVIRONMENT/PHYSICAL ACTIVITIES: The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.
- Works extended hours in front of a computer monitor
- Required to talk and hear
- Often requires sitting and use of hands and fingers, to handle or feel
- Occasionally required to stand, walk, reach with arms and hands, climb or balance, and to stoop, kneel, crouch or crawl
- Vision abilities required by this job include close vision
- The noise level in the work environment is usually quiet to moderate
- May need to provide services in noisy and unclean locations in the community

I have read this copy of my job description, discussed it with my supervisor and understand my responsibilities.

___________________________________________  ______________
Signature                                      Date

THE CENTER FOR MENTAL HEALTH EMPLOYMENT IS AT-WILL MEANING THE EMPLOYMENT RELATIONSHIP MAY BE TERMINATED BY EITHER THE EMPLOYEE OR EMPLOYER AT ANY TIME, WITH OR WITHOUT CAUSE OR PRIOR NOTICE.