

Practice Manager for group practice in Portland, Oregon

PLEASE FOLLOW THE SPECIFIC INSTRUCTIONS BELOW IN ORDER TO APPLY:

Kristen Genzano Therapy is looking to add a part-time Practice Manager to our growing group therapy practice headquartered in Portland, Oregon.

This is an incredible opportunity to work with a team of knowledgeable, kind and committed colleagues. Our aim is to support women, trans and non-binary people in bringing their whole, full, authentic selves to the world. We work to create a supportive, collaborative and fun environment allowing our clinical team to focus on holding space for our clients.

This position requires you to work independently, operating from Kristen Genzano Therapy's established policies and procedures, in compliance with legal and ethical standards and in accord with the State of Oregon Professional Licensing Board and the American Psychological Association.

Our work culture is:

- Efficient: we operate from processes and procedures that are streamlined and effective
- Flexible: we encourage people to work where and how they work best
- Supportive: we collaborate with one another to cover time off
- Caring: we check in with one another and celebrate life's personal joys together
- Balance of independence and community: we work individually and together to move the practice and our clients forward
- Responsible: we hold ourselves accountable to doing our best and doing the right thing
- Honest and direct: we give honest and direct feedback to each other
- Drama-free: we want to be here, we respect ourselves and each other

We expect that all people who work at KGT uphold this culture and are in line with our [values](#).

To get a better understanding of who we are, what we do, and who we serve you may visit our website: www.kristengenzanotherapy.com

Please note at this time the position is exclusively remote. We have a single office space available that is shared with other staff. Use of the office space is subject to availability.

Skills and Qualifications:

Our ideal candidate:

- Is a self-starter who can work both independently and collaboratively
- Provides clear expectations for team members and when necessary, provides accountability and coaching to help them meet important deadlines
- Is compassionate and sensitive with clients, and keeps in mind that they are often the first point of contact for clients who are experiencing challenges and need gentle support
- Is proactive in identifying solutions and improving processes, detail oriented and well organized

- Is excellent at time management and works well with limited oversight over their schedule or time
- Is self aware, open minded, and open to feedback
- Maintains professionalism and accountability in a fun, connected and positive-minded team environment
- Understands how privilege and identity impact systems, structures, access and interpersonal relationships

To be eligible for this position you:

- Are an Oregon resident (strongly preferred)
- Are able to use your own computer and internet connection
- Are aligned with our [values statement](#) and prepared to speak to how you will put these values into practice

Our ideal candidate has experience:

- * Streamlining processes and managing projects
- * With developing written communication, reports and other documents
- * With Google Workspace
- * With, and are proficient in, GoogleSheets or other spreadsheet programs
- * With Wix and/or similar website hosts
- * With Instagram usage, posting and curating a page
- * Managing content calendars or an interest in learning
- * With SimplePractice, Trello, and Slack

Practice Manager (PM) Job Duties

Manage client administration

- Responsible for managing the entire client intake and tracking process
- Track and maintain paperwork
- Maintain a client waiting list and communicate with clinicians throughout the entire process
- Provide appropriate referrals when we do not fit the client's needs
- Process invoices and billing
- Create unpaid balance reports on a weekly basis
- Communicates with clients about billing issues
- Assist with any insurance needs to enable reimbursement
- Track client metrics
- Regular audits of client information

- Communicates practice changes with clients

Attend and create agendas for staff meetings, one-on-one meetings with Clinical Director, and regular administrative meetings with other staff.

Schedule meetings and events.

Manage the practice calendar to ensure reminders are set for license and registration renewals, HIPAA training and other items.

Generate a monthly Accounts Receivable report and share it with the bookkeeper.

Manage projects for the practice of various types as needed. Some examples include:

- a. Annual review of practice manuals and standard operating procedures
- b. Organize quarterly team events and social justice tracking
- c. Coordinate any change of address needs
- d. Coordinate movers if a change of address occurs
- e. Website updates

HIPAA Compliance Officer: manage the practice HIPAA compliance by ensuring all staff have received the proper annual training, reviewing the practice HIPAA protocols annually and conducting an annual risk assessment of the practices and procedures of the practice and staff.

Act as a Human Resource agent. Work closely with the clinical director to develop and post job descriptions, manage the application process, screen applicants, set up interviews for the applicants and give feedback to the clinical director on applicants. Also assist with onboarding and terminations.

Manage and conduct all staff training related to HIPAA, practice policies on harassment, non-discrimination and substance usage as well as other topics as deemed necessary. This also includes management of E-Posters for state and federal mandatory workers notifications.

Provides payroll assistance to the clinical director by reviewing staff timesheets, managing the SIMPLE IRA annual notifications and other tasks as necessary.

Pay the monthly office rent, pick up the office mail and purchase office supplies.

Monitor and manage all aspects of office utilities and storage unit.

Manage and ensure the practice owner's professional will is current and up to date through annual reviews and other updates as needed.

Conduct document scanning, shredding and other office duties as needed.

Engage in ongoing monthly training and development through webinars and share any relevant information with the clinical director.

Monitor Help A Reporter Out (HARO) emails for any relevant topics and forward relevant topics to the clinicians.

Abide by all laws, rules, regulations, and codes of ethics that are binding upon or applicable to the services performed for Kristen Genzano Therapy. This includes but is not limited to HIPAA regulations and KGT policies.

Benefits:

- * W-2 Employment status
- * Pay of \$22 per hour
- * Retirement program with employer match
- * Eligible for performance-based bonuses
- * A flexible schedule – make your own schedule with a few required weekly meetings
- * Work with a group of smart, kind, supportive and skilled individuals dedicated to mental health and to respecting and valuing ourselves and one other

Job Opening:

*Part-time willing to work 10-12 hours per week

Availability: Monday through Friday 8am - 5pm

A 90-day trial period is required as we ensure it is a good fit for both

HOW TO APPLY:

Please contact our office, by emailing with the subject heading: Hiring Department at info@kristengenzanotherapy.com. Please give a brief description of your qualifications and your contact details in the email. If your experience fits with our practice we will contact you to request more information and schedule an initial phone interview.

All applications must be in by **5pm PT on Monday October 17th**.