



# Administrative Support Supervisor

**Job Code:** ADSUP - 115  
**Revision Date:** Dec 21, 2018

**Salary Range:**  
\$19.35 - \$31.65 Hourly  
\$1,548.00 - \$2,532.00 Biweekly  
\$40,243.00 - \$65,833.00 Annually

**FLSA:** Exempt

## Overview

We are an agency committed to innovative behavioral health services in trauma-informed care that promote healing and recovery to instill a sense of empowerment and foster a lifelong sense of resilience.

## General Description

The purpose of this job is to work in conjunction with Clinic Manager to achieve strategic goals and outcomes in relation to operational, financial, and customer experience. Supervisor will assist in monitoring the administrative responsibilities of the revenue cycle(s) of assigned operations, including insurance and service authorization, client scheduling, charge capture, billing compliance, accounts receivables, expenditures, write-offs and denials.

Provide direct supervision and participate with the hiring and training of administrative and support personnel. Provides information and recommendations to Clinic Manager regarding the monitoring of operations and direct care productivity as it relates to department budgeted versus actual activity on an ongoing basis. Interacts, in conjunction with Clinic Manager, with direct care and administrative and support personnel in order to develop, implement and manage effective clinic operations. Administrative Support Supervisor shall ensure that Department of State, Local, and Federal policies and procedures are adhered to.

This class works independently, under limited supervision, reporting major activities through periodic meetings.

## Duties and Responsibilities

**The functions listed below are those that represent the majority of the time spent working in this position. Management may assign additional functions related to the type of work of the position as necessary.**

- Supervises, directs, and evaluates assigned staff, processing employee concerns and problems, directing work, counseling, disciplining, and completing employee performance appraisals.
- Coordinates, assigns and reviews work and establishes work schedules; maintains standards; monitors status of work in progress; inspects completed work assignments; answers questions; gives advice and direction as needed.

- Troubleshoots problems in the clinic operations area.
- Monitors clinic and direct care productivity as it relates to budget, performance measures contract standards, and client census.
- Monitors and works in conjunction with the Utilization Management Department as it pertains to service delivery regarding authorized and non-authorized units of service.
- Makes decisions in conjunction with the Clinic Manager regarding services provided by support and administrative staff to ensure they are performed in an effective and efficient manner.
- Communicates with other staff regarding failed, canceled or late client appointments.
- Monitors general office operations and performs a wide variety of administrative tasks for the Outpatient Office, ensuring office operations are performed in an efficient and cost-effective manner.
- Obtains, organizes, reports and communicates data regarding Clinic outcomes and departmental deficits on an ongoing basis.
- Performs other duties as assigned.

### **Minimum Education and Experience Requirements:**

Requires a Bachelor's Degree in Business or Public Administration, Behavioral Health or related field supplemented by one (1) year of experience in case management, outpatient operations, or closely related field; or possession of any equivalent combination of education, training, and experience which provides the requisite knowledge, skills, and abilities.

Experience with trauma-informed services; cognitive behavioral therapies, including DBT; and motivational therapies including the use of incentives, preferred.

### **Required Knowledge and Abilities**

Knowledge of trauma-informed theories, principals, and practices (includes multi-faceted understanding of concepts such as community trauma, intergenerational and historical trauma, parallel processes, and universal precautions), preferred.

### **Physical Demands:**

Performs sedentary work that involves walking or standing some of the time and involves exerting up to 10 pounds of force on a regular and recurring basis or sustained keyboard operations.

### **Unavoidable Hazards (Work Environment):**

- None

### **Special Certifications and Licenses:**

- Must possess and maintain a valid state Driver's License with an acceptable driving record.
- Must be able to pass a TB, criminal background and drug screen.

### **Americans with Disabilities Act Compliance**

Emergence Health Network is an Equal Opportunity Employer. ADA requires Emergence Health Network to provide reasonable accommodations to qualified persons with disabilities. Prospective and current employees are encouraged to discuss ADA accommodations with management.

### **Other Job Characteristics**

- Staffing requirements, including criteria that staff have diverse disciplinary backgrounds, have necessary State required license and accreditation, and are culturally and linguistically trained to serve the needs of the clinic's patient population.
- Credentialed, certified, and licensed professionals with adequate training in person-centered, family centered, trauma informed, culturally-competent and recovery-oriented care.

**Note:** This Class Description does not constitute an employment agreement between the Emergence Health Network and an employee and is subject to change by the Emergence Health Network as its needs change.