



# The Northwest Catholic Counseling Center

*Serving all regardless of faith or finances*

## Operations Manager - Job Announcement

**Join us!** Put your passion for social justice and your organizational skills to work by helping anyone in need access mental health care, regardless of circumstances. The Northwest Catholic Counseling Center (NCC) is a women-founded and led, family-friendly, warm and welcoming workplace. We are a completely independent nonprofit, community mental health center providing counseling and psycho-educational workshops to anyone, regardless of financial resources, faith, sexual orientation or identity, lived experience, or background. Rooted in social justice, **NCC believes everyone has a right to quality health care and has a generous sliding scale ensuring no one is turned away because of an inability to pay.** NCC is committed to these ideals and making them visible in daily operations.

**About the Job:** In support of NCC's mission, the Operations Manager is leadership position responsible for ensuring successful day-to-day delivery of mental health services. This position oversees key systems vital to clinic operations, including scheduling, finance, compliance, paneling, referrals, records management, and service expansion. The effective Operations Manager is a team leader and team player who doesn't mind wearing multiple hats, can work independently, and is organized, creative, and flexible.

**Classification:** Full-time, 40 hours/week; Exempt

**Compensation:** \$62,000-\$68,000/annually, DOE. Generous benefits valued at \$21K (\$15K pre-tax) including paid vacation, sick, holidays; 403(b) retirement with employer contribution; 100% employer paid medical and dental coverage; 100% employer paid short- and long-term disability insurance; mental health and education benefit.

**Reports to:** Executive Director

**Location:** Northeast Portland, Oregon

**Closing Date:** Open until filled

### **Duties and Responsibilities:**

#### **Organizational Leadership (15%)**

1. Participate in NCC's senior leadership team, representing clinical administrative areas in organizational and strategic planning
2. Assist with investigation, outreach, partnerships, and transitions needed in expanding services, evolving health care reform, teletherapy, and culturally responsive therapy
3. Attend Board meetings and prepare reports, as needed
4. Communicate with community partners, as needed
5. Preserve and implement the Center's Mission, Vision, and Values with executive director and staff

#### **Clinic Administration (85%)**

1. Oversee and support day-to-day clinical administrative operations
2. Direct and organize front desk and reception activities
3. Assure clinic compliance with privacy laws (HIPAA) and applicable regulations (OARs) including clinical charting and records
4. Supervise 2-3 administrative/financial staff
5. Develop strategies and implement plans for expanding services or new programming

*A State Certified Counseling Agency*

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6. Develop, review, and update clinical and administrative policies and procedures in cooperation with Executive Director and Clinical Supervision Manager
7. Initiate, manage, and revise contracts and paneling with insurance companies
8. Oversee application process for new and/or existing insurance panels and other third-party payers
9. Oversee scheduling and billing systems
10. Lead upcoming investigation and implementation of Electronic Health Record
11. Supervise clinic related finances, including AR/AP, collections, reconciliation, and reporting
12. Assure excellent client experience and that complaints or grievances are followed-up in a timely and responsive matter
13. Manage State Certification process
14. Oversee preparation of monthly, quarterly, and yearly statistical reports
15. Lead interviewing, selecting, and training, staff and interns
16. Oversee Quality Assurance Committee
17. Ensure emergency clinical coverage
18. Assist with oversight of technology systems and security

**Skills and Abilities:**

1. At least three years of management or supervisory experience in a healthcare or medical setting, preferably mental health
2. College degree or equivalent work experience
3. Working knowledge of state and federal regulations that impact clinic operations, including HIPAA and OARs
4. Familiarity with clinical charting and healthcare billing
5. Effective problem solving and ability to analyze and use data for decision making
6. Proven ability to understand systems and constructively implement improvements
7. Ability to embrace and manage diversity, and build and maintain successful teams
8. Ability to effectively interact with people and develop positive relationships while being tactful, respectful, and direct in communication
9. Proven computer proficiency, particularly in MS Office
10. Experience with financial concepts and procedures; QuickBooks and/or billing experience a plus
11. Strong organizational and planning skills in a fast-paced environment
12. Strong attention to detail
13. Adaptability and resilience
14. Actively able to support and incorporate mission and core values into daily activities
15. Commitment to social justice values
16. Excellent verbal and written communication skills
17. Ability to manage time and meet deadlines
18. Demonstrated competency in service excellence
19. Ability to sit, stand, bend, lift, talk, hear and perform other work with low physical requirements

**Equity**

NCC is committed to being an inclusive, welcoming, and diverse space and is committed to ending oppression. Staff members will share these values and commitment. NCC does not and shall not discriminate on the basis of race, color, religion, gender, gender expression, age, national origin (ancestry), disability, marital status, sexual orientation, social economic status, or military status in any of its activities or operations.

**COVID Information**

During the pandemic, some work is done remotely. As a health care organization, vaccination is required.

Please submit cover letter and resume to: [jobs@nwcounseling.org](mailto:jobs@nwcounseling.org).