

NORTH CENTRAL BEHAVIORAL HEALTH SYSTEMS, INC.

INTERNAL POSTING

POSITION: **Manager of Support Services**

DEPARTMENT: **Support Services**

LOCATION: **LaSalle**

HOURS: **Full-time**

START DATE: **9/1/19**

ESSENTIAL FUNCTION:

Position based out of the LaSalle office. Schedule will be days with after hour calls as needed for emergency situations.

Coordinates and supervises activities of the Clinical Records Department, maintaining clinical record integrity through scanning/importing, retrieving confidential client information for records requests; processing admissions/discharges daily, abstracting and assisting clinical staff in locating information within the electronic and/or hard copy records.

Coordinates and supervises activities of Front Office/Reception Services, establishing uniform procedures for reception, telecommunications and scheduling of clients.

Coordinates and supervises the operating services/maintenance staff, assuring facilities run smoothly; assuring safety tasks are completed within established guidelines; signing off on Purchase Order Requests and assigning Purchase Order numbers; identifying facilities needs and assuring their appearance meets administration expectations.

RESPONSIBILITIES:

- Responsible for clinical records, front office and operating services department functioning (includes facilities), directing of client calls and requests for information, coverage and instruction of tasks to staff.
- Able to perform major responsibilities of Front Office and Records Departments
- Integration of the program/department into the primary functions of the organization and with other programs/departments.
- Development of policies and procedures that guide the provision of services in the department.
- Defines the role of each position in the department.
- Participates in the performance improvement efforts of the agency.
- Provision and/or direction of the orientation, training, and education of all staff in the department.
- Recommendation of space and other resources needed by the department.

- Participation in the selection of external sources of services not provided by the department or organization.
- Ensures that defined individual rights and responsibilities of clients, their families, visitors and coworkers are honored.
- Reviews and reacts to reports and recommendations from committees, programs, services and administration.
- Provides for supervision, consultation and support to departmental staff.
- Supports and carries out the agency organizational clinical policies and procedures.
- Maintains fiscal responsibility within the department.
- Integrates record keeping and reimbursement requirements into efficient departmental functioning.
- Demonstrates an understanding of purchasing and facilities management best practices.
- Demonstrates ability to organize and coordinate special projects including: office moves, telephone and voicemail system changes, major equipment purchases, construction/renovation projects, etc.
- Requires travel to multiple sites.

QUALIFICATIONS:

- High School diploma or equivalent
- Minimum of five years of experience or college courses equivalent to two years of college.
- Bachelor's Degree in Business Administration or similar area preferred
- Human relations skills to use tact and diplomacy in contacts with employees and the public.
- Prior management experience of multiple departments and multiple locations is desired.
- Verbal ability to receive and impart accurate information.
- Clerical perception to proofread typewritten copy and file records required.
- Knowledge of keyboard/computer is mandatory.
- Ability to be aware of the matters being handled, be able to exercise good judgment and be able to function under limited supervision.
- Good listening and speaking skills.
- Manual dexterity is essential for equipment operation.

If you are interested in this position, please send application/resume to: hr@ncbhs.org or mail to NCBHS, PO Box 1488, LaSalle, IL 61301.