



Clinical Manager

Location: Albany, Oregon
Reports To: Medical Director
Status: Full-Time (Exempt)

At ABC House, our people are passionate about breaking the cycle of child abuse and neglect by supporting children as they find their voice, and helping children and families heal and thrive. Our core services include forensic medical exams and interviews to help identify child maltreatment, trauma counseling and family support services, and prevention and awareness education for the community. We envision a world in which every child has the opportunity to be happy, healthy and safe; parents and caregivers understand the impact of their actions on children; and our community actively and vocally stands up to child abuse and neglect. Join our team to help make a positive impact in a child's life today!

ABC House offers a culture of respect, teamwork, integrity and pride as well as competitive wages based on experience and a generous benefits package including 100% employer paid health insurance for the employee, including vision and dental.

Primary Responsibilities

The Clinical Manager is a core member of ABC House's clinical team. Working closely with the Medical Director, this newly-created position ensures effective delivery of services to clients and their families and is the initial point of contact for child abuse assessment referrals from multidisciplinary team partners. The Clinical Manager also works directly with ABC House's multidisciplinary team partners, coordinates appropriate information sharing and directly supervises our family support advocates and insurance billing specialist.

- Intake for child abuse assessment referrals. (45%)
 - In coordination with Medical Director, screen client referrals to determine appropriate services and collect relevant intake information from referring agency.
 - Gathers agency reports, medical records and other relevant case information in advance of assessment services.
 - Coordinate ABC House's participation MDT case review and child fatality review. Ensure effective information exchange between MDT partners and ABC House, including keeping accurate meeting notes.
 - Supervise ABC House family support advocates.
- Clinical operations and practice management. (40%)
 - In coordination with the Medical Director, ensure efficient workflow of clinical services for clients and their families.
 - Oversee case management database and electronic health records (E.H.R.) system, and train clinical and administrative staff on effective use.
 - Coordinate program evaluation and data analysis for clinical services.
 - Conduct annual meaningful use audit and attestation for E.H.R.
- Insurance billing oversight. (10%)
 - Maintain up-to-date knowledge on pediatric billing procedures and monitor billing success. Assist Executive Director in negotiating contracts with payers.
 - Directly supervise ABC House billing specialist.
 - Provide backup billing support during staff absences.
- Custodian of records. (5%)
 - Serve as agency point of contact for subpoenas and information requests. Facilitate appropriate information sharing in accordance with HIPAA and relevant ABC House policies and procedures.
 - Maintain up-to-date knowledge relating to records retention, release and HIPAA compliance.

Qualifications

- Bachelor's degree in social work, public safety, mental health, nursing or related field, and a minimum of five years of management in a clinical setting.
- Master's degree preferred but not required.
- Mature judgment and ability to work effectively in complicated and/or crisis situations.
- Strong verbal and written communication skills.

- Experience with Microsoft Office suite and database management. NCAtrak or electronic health records (E.H.R.) experience a plus.
- Experience in medical billing preferred.
- Knowledge of child abuse dynamics, child protection and criminal justice systems preferred.
- Demonstrated track record of strong client services ethic.
- Commitment to vision, mission and values of ABC House

To apply: All qualified applicants interested in this position are encouraged to apply by emailing a resume, cover letter and list of three references to hr@abchouse.org. Please include "Clinical Manager" in the subject line. Position will remain open until filled; first review of candidates will begin on Wednesday, May 16. No calls please.

ABC House is an equal opportunity employer committed to respectful, quality care to children and their non-offending family members from diverse racial, ethnic, religious, and nontraditional family forms. ABC House is a drug-free work place. Under the provisions of the Immigration and Reform Act of 1986, the candidate will be required to provide evidence of identity and eligibility for employment.