



Immaculate Heart of Mary
Counseling Center

Position Title: Clinical Office Manager (COM)

Department: Immaculate Heart of Mary Counseling Center (IHMCC)

FLSA Status: Full Time - Exempt

Location: Lincoln, Nebraska

Reports to: Vice President of Clinical Services

Date Created: January 2020

Revised: July 2021

Our mission is to perform the Works of Mercy in response to the call of God. We at Immaculate Heart of Mary Counseling Center, as an affiliate of Catholic Social Services of Southern Nebraska, strive in particular to Counsel the Doubtful. We feel it imperative to develop, protect, and preserve the Catholic culture.

Position Summary: The Clinical Office Manager will provide leadership and oversight to the support staff of IHMCC. The COM will work closely with the Vice President of Clinical Services to ensure compliance and efficiency within all clinic operations.

Essential Job Function:

- Provide direct supervision to the Client Relations Specialist and Clinical Office Support Specialist
- Maintain office policies and procedures consistent with the teachings of the Catholic Church
- Oversee service provision, office administration, billing, and record keeping
- Work in collaboration with the Vice President of Clinical Services to manage the clinical budget
- Develop and maintain office policies and procedures
- Provide clinical and financial reports to the Vice President of Clinical Services as requested
- Serve as Human Resource Liaison to the Vice President of Operations to process all employee related documentation
- Work collaboratively with all levels of management in developing strategic plans, priorities, and directing the implementation of services
- Maintain up-to-date records for counselor credentialing, professional liability insurance, and continuing education
- Facilitate onboarding process for new employees, interns and volunteers
- Oversee the maintenance and management of all filing and organizational systems
- Ensure client satisfaction by addressing complaints and resolving problems in accordance with agency policy
- Coordinate regulatory compliance with HIPAA, OSHA, labor laws, and other federal, state and local regulations
- Oversee the maintenance and management of social networking and promotional outreach
- Participate in staff meetings, trainings, lectures and other agency functions as appropriate
- Support, promote and adhere to the agency's mission, vision, core values and Code of Ethics
- Maintain confidentiality of client and agency information
- Uphold professional standards in relation to attendance and personal presentation in the workplace
- Represent, communicate, and integrate authentic Catholic teaching in the presentation of CSS' mission

Preferred Competencies:

- Visionary Leadership
- Budget conscious
- Interpersonal skills
- Technology literate
- Communication; written and verbal
- Cooperation and teamwork
- Problem Solving
- Ethical
- Organizational Support
- Safety and Security

Qualifications:

- Bachelor's degree from a four-year College or University in a business administration, human relations, or psychology field. Master's level preferred; or two to four years related experience and/or training; or equivalent combination of education and experience
- Prior experience in related service area preferred
- Ability to understand and convey to others the values and social teachings of the Catholic Church as they relate to the mission and work of Catholic Social Services and psychological issues
- Ability to work effectively within the framework of Catholic teachings
- Valid Nebraska driver's license and proof of insurance required; may travel locally and throughout the Diocese

Physical Demands:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. While performing the duties of this job, the employee is regularly required to stand, walk, use hands to handle or feel, reach with hands or arms, climb or balance, talk or hear. The employee must regularly lift and/or move up to 15 pounds.

Working Environment:

While performing the duties of this job, the employee is primarily indoors. The noise level in the work environment is usually moderate.

The above statements are intended to describe the general nature and level of work being performed. They are not intended to be construed as an exhaustive list of all responsibilities, duties and skills required of personnel as classified.

Employee Name (Printed): _____

Employee Signature: _____

Date: _____

Supervisor Signature: _____

Date: _____

Our Core Values

Dignity • Integrity • Empathy • Trust • Sustainability

Catholic Social Services does not discriminate in employment on the basis of race, color, religion, sex, national origin, age, marital status, personal appearance, family responsibilities, physical or mental disability, political affiliation, status as a veteran, or any other basis protected by applicable Federal and State of Nebraska laws.