



Comprehensive Therapy Center

Helping people walk, talk, learn and play

Job Description

Director of Operations

Organizational Relationships

Reports to: Executive Director
Supervision: All staff as appropriate to their job responsibilities.
Coordinates with: Entire Staff, Board of Directors, Medical Director
Populations: CTC staff, CTC Board of Directors, Clients, Stakeholders, General Public

Equal Opportunity

Comprehensive Therapy Center is committed to equal opportunity for clients, employees, and volunteers without regard to race, color, age, gender identity, socio-economic status, national origin, marital status, religion, sexual orientation, or disability.

Wages:

\$20—\$22/hour, 35-40 hours per week
Earned Paid Time Off
Retirement Plan
Flexible schedule, normal office hours expected.

Job Summary

Oversees daily operations, special education services, in-office therapy, and program enrollment. Responsible for managing resources, developing and implementing operational plans, and ensuring that procedures are carried out properly. Regularly evaluates organizational efficiency and compliance, and makes necessary changes to maximize staff productivity. Ensures daily operations run smoothly and as efficiently as possible.

Job Functions

1. Develop, implement and review operational policies and procedures, including managing client accounts.
 - a. Oversees program enrollment for all programs and services.
2. Manages the creation, implementation, collection, and maintenance of operational documentation.
3. Manages CTC's contract and clients relationships:

- a. Develops and maintains positive relationships with contractees, clients, and caregivers.
 - b. Coordinates staff assignments.
 - c. Cultivate relationships with referral sources.
 - d. Coordinates satisfaction survey creation and distribution.
 - e. Evaluates return on investment for clients and contracts.
4. Oversees financial monitoring, reporting, cash flow management, and financial audits.
 - a. Manages accounting software.
 - b. Prepares financial reports regularly and on-demand.
 - c. Manages billing processes.
 - d. Manages department budgets.
 5. Promotes a culture of top performance and high morale.
 6. Coordinates with relevant staff to identify hiring needs and recommend competent personnel.
 7. Coordinates with the Medical Director for approval of treatment plans.
 8. Evaluates department staff.
 9. Coordinates staff meetings and agency-sponsored professional development.
 10. Fills the role of compliance officer and leads the effort to obtain a CARF accreditation.
 - a. Coordinates with other directors and department heads to meet organizational compliance requirements.

Qualifications

1. Management experience.
2. Administrative or other office experience.
3. Proficiency with Quickbooks.
4. Experience with accreditation/compliance. Medical compliance experience preferred.
5. Willingness and ability to travel within a 75 mile radius of the office.
6. Knowledge of school-based and special education practices preferred.

Core Competencies

1. Effectively coordinate teams with a variety of communication and learning styles.
2. Works efficiently and effectively towards goals.
3. Computer literacy and knowledge of Google Apps, Microsoft Office, and office hardware such as phones, printers, fax machines, iPads, etc.
4. Excellent written and verbal English skills.