



CLINICAL OPERATIONS MANAGER Job Description

Position Title: Clinical Operations Manager

Department: Clinical Services

Report to: Clinical Director

Type: Full Time Employment, Hourly, Benefitted, Exempt

Compensation: \$65,000-70,000 annual compensation for 40 hours of work per week, plus benefits. We provide a flexible, hybrid (remote and in-person) work schedule which includes 100% employer paid medical, dental, and vision insurance, a total of 26 days paid time off, and a 401(k) plan with 4% employer contribution and 100% vesting. This position is eligible for enrollment in the Public Service Loan Forgiveness (PSLF) program.

Our Mission: *Queer Asterisk empowers and nurtures the diverse ways of being that queer people embody by providing accessible counseling, education and community programs that uplift queer, trans and gender expansive lives.*

Position Summary

The Clinical Operations Manager supports a joyful, cooperative, queer-centered work environment for our diverse team of clinical supervisors, counselors, and interns.

Under the Clinical Ops Manager's care, Queer Asterisk functions and flourishes in service of delivering the highest quality mental health services for Colorado's queer and trans community. This role collaborates closely with the leadership team and the entire staff on a daily basis to ensure compliance, best practices, and delivery of care in alignment with Queer Asterisk's mission, vision, and values.

An experienced team builder and administrator, the Clinical Ops Manager is responsible for overseeing fundamental aspects of clinical services, including timely documentation, scheduling, billing code accuracy, audits of client charts, and metric-related data and outcomes. This role also contributes insight and direction on special initiatives, with a focus on staff and client experience, and provides input on policies and procedures to govern effective and sustainable operations outcomes.

A successful candidate will meet with following **minimum qualifications:**

- Colorado clinical license: LCSW, LPC-S, LMFT, PsyD or PhD
- 2+ years postgraduate experience with individual, relationship, and group counseling
- 2+ years of supervisory and program management experience

- Proven ability to build strong teams, meet compliance standards and performance goals
- Excellent oral and written communication skills

Position Relationships:

The Clinical Operations Manager works with Queer Asterisk staff as follows:

- Reports to and Supported by Clinical Director
- Supports Creative Director & Admissions Director
- Coordinates with People Ops Manager
- Delegates to and is Supported by Clinical Supervisors

Essential Duties and Responsibilities

The specific statements in each section below are not intended to be all-inclusive. They represent typical elements and criteria considered necessary to perform the job successfully. The job's responsibilities and tasks may be modified and/or expanded over time. Queer Asterisk will inform the employee of changes in the respective job description.

PROGRAM MANAGEMENT

- Assists leadership with ongoing development and management of organizational policies and procedures, including updates to the Counselor Handbook
- Provides ongoing assessment and evaluation of clinical services to ensure client needs and agency standards are met within budgetary guidelines
- Contributes to organization-wide strategic planning, problem-solving, and resourcing
- Works with the operations, billing, credentialing, fund development, accounting, and legal teams as needed to manage projects and initiatives across the organization
- Acts as liaison between client care team and clinical team, helping to bridge communications regarding both client and counselor experience
- Models Queer Asterisk values and philosophy of client-centered care, mindfulness, therapeutic personal conduct, and queer empowerment
- Maintains current knowledge of assessment and treatment techniques and community resources via in-service training, workshops, and publications
- Supports leadership towards pursuing Behavioral Health Entity (BHE) designation with the State of Colorado

SUPERVISION AND SUPPORT

- Co-facilitates twice annual New Staff Orientation (NSO) for incoming clinical staff
- Collaborates with leadership to provide ongoing training to clinical staff
- Provides consultation to clinical supervisors as well as individual and group supervision to counselors and interns
- Supports clinical team members with day-to-day operations
- Collaborates with People Ops Manager to address HR concerns
- Oversees monthly payroll for clinical staff to ensure accuracy and performance
- Conducts monthly internal audits to ensure all clinical appointments have been recorded, payments accepted, clinical paperwork and documentation have been signed
- Completes annual external audits as requested by insurance providers
- Acts as go-to support for counselor utilization of Valant Electronic Health Records System, communicating with Valant representatives regularly for additional support

- Manages records requests and supports counselors with occasional case management and/or care coordination needs
- Oversees curriculum development and management of the therapy group program
- Provides individual, relationship, and group therapy to Queer Asterisk clients as deemed necessary, maintaining appropriate documentation

Queer Asterisk encourages applications from candidates who reflect the communities we serve, which includes Black, Indigenous, People of Color, Queer and Trans individuals. We are an equal opportunity employer. It is our policy not to discriminate based on the basis of race, color, religion (creed), gender, gender expression, age, national origin (ancestry), disability, marital status, sexual orientation, or military status in any of Queer Asterisk's activities or operations.

Interested candidates, please contact jobs@queerasterisk.com