



## **JOB DESCRIPTION | Director of Operations**

**REPORTS TO** | Chief Executive Officer (CEO) and Chief Development Officer (CDO)

**WRITE-UP** | Are you the powerhouse we're seeking? We're on the hunt for go-getters with an unparalleled work ethic and follow through. Ready to unleash your potential and make a tangible difference on the lives of individuals, families, and communities? If you possess a dynamic blend of skills, enthusiasm, character, and a passion for top-notch client care, then congratulations - you might just be the new Administrative Manager at LiveWell Behavioral Health.

### **QUALITIES WE ARE LOOKING FOR**

- Resourceful Maverick & Initiative Taker: Problem-solving comes naturally to you - you see what needs to be done and don't wait for someone else to do it
- Time Management Guru & Master Multi-tasker: Able to juggle tasks with precision
- Tech Savvy: You can easily navigate and master multiple software programs and equipment
- Organizational Pro: Does this one need explanation? :)
- Detail-oriented: You do everything with Excellence!
- Client Care Champion: Treating clients with compassion and respect is your mission
- Communication Expert: Simplifying conversations and making sure everyone is in the know and on the same page
- Excellent character and work ethic, with a flexible and agreeable attitude and charming personality

### **ESSENTIAL DUTIES AND RESPONSIBILITIES**

- Lead, inspire, and supervise the administrative team
- Develop and implement administrative policies and procedures (systems)
- Ensure smooth day-to-day operations
- Be the communication bridge between departments
- Make sure the team is following the set policies and procedures
- Nurture and grow your team's skills
- Conduct performance evaluations with finesse
- Stay updated on regulations affecting billing and general administration
- Tackle admin issues head on and find solutions
- Help team be more efficient and effective
- Ensure team executes superior client/patient care experience whether via phone or in person
- Oversee billing process and ensure accuracy
- Keep accounts on track including communication with clients and accounting department
- Daily communication with Medical Insurance Billing Specialist
- Create filing systems and maintain meticulous records
- Coordinate office logistics seamlessly
- Manage the essentials ensuring our workspaces stay well-stocked and impeccably organized
- On-board new therapists and employees
- Innovate, explore, and implement tech solutions to streamline admin and billing processes

### **WORK ENVIRONMENT**

- This is an in-person job with primary work at one of our physical office locations
- Primary hours of work occur during standard office hours. However, must be able to work flexible hours to support staff activities and events as needed

## **ABOUT LIVEWELL BEHAVIORAL HEALTH**

LiveWell Behavioral Health is based in Brevard County, Florida, and has been serving our community for almost two decades. Starting as Florida Counseling Centers in 2004 and then re-launched as LiveWell Behavioral Health in 2021, our team has faithfully served the families of Florida's Space Coast and beyond.

LiveWell has a large team of licensed mental health professionals including clinical psychologists, psychiatrists, psychiatric nurse practitioners, mental health counselors, marriage and family therapists, and certified wellness coaches. The LiveWell treatment team is highly trained and educated with decades of mental health experience and tens of thousands of combined clinical hours.

LiveWell offers outpatient therapy for children, teens, adults, couples, and families as well as intensive outpatient programming (IOP) for adolescents and adults. Our team provides a unique blend of traditional and innovative therapeutic modalities and offers additional services such as organizational health plans, company EAP's, psychometric testing, clinical diagnosis, and medication management.

At LiveWell Behavioral Health, we are passionate about helping people get healthy, stay healthy, and live well! We believe that healthier individuals lead to happier families and hope-filled communities. When individuals, families, and communities are living well, we increase wellness in our world and make a lasting impact for generations to come.