



Physical and Occupational Therapy Manager

POSITION SUMMARY

The Physical and Occupational Therapy Manager is responsible for providing leadership and guidance to the team members to facilitate quality patient care and satisfaction. The key focus is to maintain excellent levels of customer service and quality of patient care to achieve patient goals that resume their pre-injury activities of daily living.

ESSENTIAL FUNCTIONS

ADMINISTRATIVE:

- Ensure excellent customer service to our patients and accommodate to their needs to ensure a positive rehabilitation experience in our Therapy facilities
- Promote our corporate culture with is patient centered care and clinical teamwork to best achieve the highest levels of patient satisfaction
- Ensure the highest possible level of patient care, while still maintaining company accepted productivity standards
- Continuously uphold the policies of the Therapy department and take corrective action when necessary
- Monitor staffing ratios to patient volume to ensure clinics are neither under- nor over-staffed
- Maintain a calm and composed demeanor on a consistent basis as the key central stable unit in the facility
- Make sound logical decisions, when faced with stressful situations or adversity, with fairness and compassion to team members
- Earn respect by reciprocating respect to team members, regardless of position
- Influence team members and shape their behavior to create work environments that are both positive and reinforcing
- Schedule and facilitate Therapy clinic team meetings
- Routinely review team member performance and productivity, holding these individuals accountable to their job responsibilities and performance

ESSENTIAL FUNCTIONS CONTINUED

- Review weekly statistics to monitor key performance indicators
- Participate in the selection and recruitment of qualified professionals for team position.
- Provide annual team member evaluation and performance reviews and recommend pay adjustments where necessary
- Develop and promote good community relationships with both the physicians and area industry
- Ensure that all legal requirements are met for the operation of the facility
- Increase self-knowledge on new philosophies in the field of management and leadership
- Assure the appropriate practice of physical and/or occupational therapy at the facility in accordance with the American Physical and Occupational Therapy Associations Standards of Practice and the Code of Ethics
- Ensure safety of patients and team members through proper adherence to facility policies, procedures and knowledge learned at in-services
- Serve as a liaison between team members and other management of TOC
- Monitor purchasing to ensure it remains within budget
- Ensure the Therapy department team is trained and educated regarding billing for therapy services and knows the nuances of major payers to ensure maximum reimbursement, providing timely instruction to team members on major payor payment policy updates/changes to minimize unauthorized billing of restricted procedures
- Ensure and facilitate good communication amongst all Therapy team members, supervisors and TOC administration, promoting good teamwork, and handling staff conflicts quickly and fairly to prevent escalation in the conflict

CLINICAL:

- .9 FTE patient care/.1 administrative split typically; this ratio is subject to change from time to time to accommodate to changes in clinic needs
- Comply with all clinical care responsibilities located within the Physical and Occupational Therapist job description regarding patient care services

Perform other duties associated with this position as deemed appropriate

GENERAL COMPETENCIES DESIRED

- Must have a proven record of successful leadership and be familiar with all aspects of the operations of a therapy clinic
- Must have the ability to effectively select, motivate, and evaluate performance of team members
- Must have the ability to analyze financial and statistical data and react with confidence and poise during times of stress, tolerating criticism

PHYSICAL DEMANDS

Requires prolonged sitting, some bending, stooping and stretching. Required eye-hand coordination and manual dexterity sufficient to operate a keyboard, photocopier, telephone, calculator, and other office equipment. Requires normal range of hearing and eyesight to record, prepare and communicate appropriate reports. Requires the ability to work under stressful conditions and/or irregular hours to meet deadlines.

CREDENTIALS DESIRED

- Minimum educational requirement is a post-baccalaureate degree from an accredited education program. The majority of programs offer a Master's degree (MPT), but a number of programs offer the Doctor of Physical Therapy (DPT) degree.
- Two to three years of clinical experience in an outpatient therapy setting, holding a position in administration or management for at least one year, preferred. Experience in front desk policy/procedures, billing and collections, documentation and policy setting preferred.
- Valid Florida license (or eligible)