



Career Opportunity Practice Manager

Location: TBD, but likely near Wellesley, MA

Employment Type: Full-Time

Start Date: Flexible, with a start date of February 2025 to April 2025

Company Overview:

The Palmer Institute is pioneering a transformative healthcare model that seamlessly integrates mental and physical health, addressing the root causes of chronic health conditions that have reached epidemic proportions. Traditionally, mental health care has been fragmented and siloed from physical health care, often neglecting the underlying causes of illness. This separation leads to treatment failures, chronic suffering, common medical comorbidities, and premature mortality.

The Palmer Institute addresses these challenges by offering a comprehensive “Health Home” for individuals across the entire spectrum of mental and metabolic health conditions. Our standardized, technology-driven, and team-based approach integrates mental health care, primary care, metabolic health, lifestyle, and functional medicine. Our mission is to guide patients toward healing, remission, and sustainable recovery by delivering personalized, evidence-based care that treats the whole person—mind, brain, and body.

As a concierge practice, we empower clinicians to spend more time engaging deeply with patients and collaborating closely with multidisciplinary teams. The strong demand for our services is reflected in our waiting list of over 4,700 people.

Position Summary:

We are seeking a highly organized and experienced **Practice Manager** to join our healthcare team. As Practice Manager, you will be responsible for overseeing the day-to-day operations of this new and innovative clinic. This is a key leadership role that requires strong management skills and a deep understanding of healthcare management practices.

Duties:

- Manage the overall operations of the medical office, ensuring efficient and effective workflow
- Hire, supervise, train, and evaluate office staff, including receptionists and administrative personnel
- Build and maintain ongoing working relationships with clinicians and staff to facilitate a positive workplace culture that values teamwork, equity, and diversity
- Develop and implement office policies and procedures to ensure compliance with industry regulations, including HIPAA-HITECH
- Supervise and manage staff and vendors responsible for patient scheduling, registration, financial counseling, medical records, billing and collection, and data entry and processing
- Optimize patient scheduling, clinical workflow, and efficient use of space
- Collaborate with healthcare providers to streamline patient care processes
- Monitor and manage office finances, including budgeting, billing, and collections
- Maintain accurate and up-to-date medical records using electronic health record systems
- Ensure compliance with all legal and regulatory requirements related to medical office management

- Promote excellent customer service by all levels of staff
- Coordinate staff meetings for administrative and clinical staff
- Oversee marketing, physician outreach, and practice development
- Effectively manage third-party vendors

Skills and Requirements:

- Bachelor's degree required. Master's Degree / Degree Candidate in a healthcare profession, business administration, healthcare administration, or related field preferred
- Minimum of 7 years of experience in a healthcare setting, preferably with some mental health experience
- At least 3 years of experience in healthcare management or medical office management
- Strong leadership and management skills
- High degree of initiative and independent judgment
- Excellent organizational and time management skills
- Ability to effectively communicate and resolve conflicts with patients, staff, and healthcare providers
- Knowledge of medical terminology, procedures, and billing practices
- Proficiency in utilizing electronic health record systems and technology applications
- Knowledge of medical and employment regulations and ability to ensure compliance within the medical office setting

If you are a detail-oriented professional with a passion for healthcare management and would like to help transform the mental health field, we encourage you to apply for the position of Practice Manager. Join our team and help improve the lives of thousands of people with mental health conditions.

Benefits:

- Competitive salary
- Health and dental insurance
- 401(k) with company match
- Paid time off and holidays
- Professional development opportunities

Equal Opportunity Employer: The Palmer Institute is an equal opportunity employer. We celebrate diversity and are committed to creating an inclusive environment for all employees.

Application Process: To apply, please submit your CV and a cover letter detailing your relevant experience and why you are an excellent fit for this role to Garrison Grant at garrison@brainenergy.com.