



Community Care Network is looking for a Supervisor - Adult Program Administrative Services to join our team!

Community Care Network is comprised of Rutland Mental Health Services and Rutland Community Programs. Our mission is to enhance the well-being of our communities, individuals and families through responsive, innovative and collaborative human service

About the Role:

The Supervisor – Adult Program Administrative Services, provides administrative, operational, and program oversight within the Adult Services Division to ensure the efficient functioning of the Adult Services Program. This position provides administrative supervision to the Adult Program Administrative Coordinator and Medical Assistants to ensure adherence to chain of custody, contingency management protocol, and best practices for Substance Use testing procedures/documentation.

This position is responsible for oversight of a variety of administrative tasks to support Adult Services leadership and staff to ensure effective, efficient, and creative services to a variety of clients seeking Mental health and substance use treatment. This position oversees the coordination of internal processes, scheduling, and communication, and serves as a point of contact for staff, providers, individuals served, and community partners. This position works closely with the Adult Services Leadership team, Program Support Coordinator, and Agency Administrative supports. This position oversees and supports the scheduling of transportation services for clients where transportation is a barrier to accessing services.

Principal Responsibilities:

- Provides oversight of expenses and ordering for all programs.
- Monitors and tracks contract requirements and budgets.
- Tracks contract deliverables, reporting deadlines, and budget performance.
- Oversees onboarding logistics for new staff and contracted providers.
- Oversees Adult Services administrative and operational activities.
- Oversees the coordination of department events, meetings, interviews, trainings, prepares agendas, maintains records, develops correspondence, creates reports, minutes, and other department documents, and follows up on assigned action items.
- Oversees the coordination of office operations and day-to-day administrative needs of the department.
- Provides assistance, coverage, and/or backup to substance use testing procedures as requested.

- Oversees the maintenance of documentation related to Medicaid, State, and agency compliance requirements.
- Coordinates the preparation of materials for audits, reviews, and monitoring activities.
- Serves as a point of contact for staff, and community partners regarding administrative processes.
- Oversees the processing of paperwork related to contracted supports, billing, provider records, and other Adult Services operations.
- Supports staff with navigating administrative systems and procedures.
- Ensures consistent communication regarding department processes and expectations.
- Recommends and supports the improvement of documentation workflows, efficiency, and overall data accuracy.
- Maintains spreadsheets, tracking systems, and departmental databases.
- Compiles data and oversees the preparation of monthly, quarterly, and annual reports.
- Supports Quality Improvement initiatives and quality team activities.
- Works in collaboration with others in developing systems to improve program efficiency, compliance, and service delivery.
- Prepares reports and presentations using program data to support leadership decision-making.
- Develops, demonstrates, and maintains advanced proficiency in the agency's electronic medical record system.
- Identifies opportunities to improve efficiency, documentation accuracy, and workflow within the electronic medical record.
- Collaborates with leadership and other departments on system enhancements and process improvements.
- Provides support and guidance to staff regarding documentation workflows and system processes.
- Maintain confidentiality and comply with HIPAA, agency policies, and professional ethical standards.
- Demonstrate knowledge of client rights, professional boundaries, mandated reporting requirements, and Duty to Warn responsibilities.
- Utilizes administrative supervision when guidance is needed regarding ethical or legal concerns.
- Supports compliance with agency, state, federal, and contractual requirements.
- Oversees the service scheduling
- Serves as primary point of contact backup for transportation scheduling
- Provides at minimum weekly supervision to Adult Program Administrative Coordinator
- Attends meetings/supervision as requested

Other duties as assigned.

Qualifications:

- High School Diploma or GED; Associate's or Bachelor's degree in Business Administration, Healthcare Administration, Human Services, or related field preferred.
- Minimum of 3-5 years of relevant professional experience preferred, preferably in healthcare, behavioral health, or human services.

- Strong organizational, project coordination, and time management skills with the ability to manage multiple priorities and deadlines.
- Demonstrated analytical and problem-solving skills with attention to detail and accuracy.
- Advanced proficiency in Microsoft Office Suite, particularly Excel, Word, and PowerPoint.
- Experience working within electronic medical record systems preferred.
- Ability to collect, organize, and interpret data for reporting and quality improvement purposes.
- Strong written and verbal communication skills, including preparation of meeting minutes, reports, and professional correspondence.
- Ability to work independently while collaborating effectively with leadership, staff, and external stakeholders.
- Demonstrated ability to maintain confidentiality and manage sensitive information in accordance with HIPAA and agency standards.
- Successful completion of a criminal history background check after hire.

Benefits:

- Competitive Salary \$52,000.00-\$61,500.00 (compensation is typically dependent upon experience)
- Comprehensive Benefit Package
 - o 401(k)
 - o 401(k) matching
 - o Dental insurance
 - o Employee assistance program
 - o Flexible schedule
 - o Flexible spending account
 - o Health insurance
 - o Health savings account
 - o Life insurance
 - o Paid time off
 - o Professional development assistance
 - o Retirement plan
 - o Tuition reimbursement
 - o Vision insurance
- Career Training and Development
- Tuition Discounts

Our work is guided by our Core Values of Trust, Accountability, Respect, Cultural Competence, Person-Centered Care, and Continuous Learning and Growth.

CCN is an Equal Opportunity Employer.