

Title: Chief Administrative Officer (CAO), Paradigm PT Executive Team

Effective date: July 1, 2010

Customers served (external and internal): all Patients, any member of the Paradigm Team, all vendors, suppliers and any other members of the public.

Reports To: CEO

Role Qualifications:

Role Summary: Responsible for overseeing the non-clinical operations in all of Paradigm's locations. Supervises accounting and lead administrative staff and oversees the management of all administrative activities.

Principal Accountabilities: (essential job functions)

Financial management

- Oversees the business and financial affairs of the clinic and fiscal management in conjunction with the practice CPA.
- Has oversight over the billing and collection processes/department.
- Enhances operational effectiveness, emphasizing cost containment without jeopardizing important innovation or quality of care.

Human resources management

- Oversees and coordinates efforts for recruitment, development, compensation and performance evaluation of employees.
- Resolves any clinical-administrative problems and keeps lines of communication open with staff to ensure high employee morale and a professional, healthful clinic atmosphere.
- Is unbiased, fair and knowledgeable of key employment laws and HR best practices and works to employ them.

Planning and marketing

- Responsible for managing the overall marketing activities of the practice. Employs external marketing consultants/organizations as needed and as approved by CEO.
- Maintains professional affiliations and enhances professional development to keep current in the latest health care trends and developments.

Information technology

- Oversees all external and internal IT development and support staff including vendors. Generates and fields RFP's as needed to insure IT practices are current and in tune with clinic needs.

Risk management

- Manages all practice managed care relationships, including monitoring of related reimbursement, negotiation with third party payers, provider credentialing, and maintenance of contracts.

Governance and organizational dynamics

- In conjunction with the CEO and Clinic Managers is responsible for developing and implementing the clinic's mission and strategic vision.
- Establishes and secures approval and oversees clinic operating policies and procedures.
- Ensures clinic compliance with all regulatory agencies governing health care delivery and the rules of accrediting bodies. Continually monitors operations, programs, and physical properties. Initiates appropriate changes.
- Serves as liaison and channel of communication between the hospitals, health plans, insurance companies and regulatory bodies as needed.

Business and clinical operations

- Informs CEO about current trends, problems and medical activities to facilitate policy making.
- Maintains strictest confidentiality, serves as office confidant.

Essential Skills and Experience:

1. BA in Health Administration, Business or related field or equivalent years of experience.
2. 3-5 years progressive management experience.
3. Strong customer service orientation – both external and internal.
4. Excellent interpersonal and communication skills
5. Computer proficiency – Microsoft Word, Excel in particular.

Beneficial Skills and Experience:

1. Experience working in high performance teams and a proven strong team leader
2. 2-4 years management experience
3. Commitment to company values

Physical Challenges:

1. Consistent and regular use of phone required.
2. Regular and consistent use of keyboard and mouse.
3. Ability to drive on behalf of Paradigm, on a regular basis.
4. Ability to climb stairs on occasion.
5. Must be able to occasionally lift up to 25 pounds.
6. Consistent sitting for many hours at one time. Majority of day (50%+) is spent sitting at a desk.
7. Additional challenges may arise, at which time Paradigm may revise this job description.

Reporting to the position are:

All accounting staff and clinic administrative leads/supervisors

This job description does not represent an inclusive list of all duties encompassed in this position, but rather serves as a tool to assist the employees in this position. The existence of this job description, or any other job description, does not in any way negate "at will" employment status. The President of Paradigm is the only person who may elect to modify or delete this job description at any time upon giving notice to the HR Rep to do so.

I understand the responsibilities associated with this job and I agree to fulfill them to the best of my ability.

Employee Signature

Date

**ONCE SIGNED, PLEASE SEND ORIGINAL TO HR DEPARTMENT
TO BE ADDED TO THE EMPLOYEE'S PERSONNEL FILE.**

FLSA Status: Exempt

Essential Skills and Experience to Qualify For Promotion:

1. Proven success in all areas listed above.
2. Commitment to Paradigm's strategic plan and vision for the future.
3. Recommendation from immediate supervisor or other member of Executive Team.