
Title: Clinical Support Manager

FLSA Status (Exempt v. Non-exempt): Exempt

Company Overview

People 2.0 is the leading provider of contingent workforce engagement solutions within the U.S. and globally. People 2.0 was created with the idea of helping independent recruiters, staffing and recruiting firms, RPO's, MSP's and online staffing platforms create reoccurring contingent workforce revenue streams while allowing them to focus on their core competencies.

Position Overview

The Clinical Support Manager will act as a clinical liaison to the Company's independently owned healthcare staffing firms and recruiters who operate contingent workforce firms committed to professional healthcare staffing. They will coordinate the back-office support of those agencies provided by the People 2.0 platform. The Clinical Support Manager is responsible for licensing and credentialing standards as well as clinical and industry compliance in field operation. They'll oversee the development and deployment of quality assurance standards, and coordinate policies, procedures and communications relating to the Company's Joint Commission accreditation.

Having a clinical background is strongly preferred due to the level of guidance and partnership that's required with clients in the healthcare staffing industry.

Keys to Success

To succeed in this role, an individual will have an exceptional and thorough understanding of the healthcare staffing industry, focused on travel nurses, per diem clinicians and MSP relationships. To be effective in influencing behavior and driving change, they must develop strong and positive, trust-based working relationships with key personnel in client's organization, and with People 2.0 executives and department leaders. The Clinical Support Manager will be the internal expert as it relates to all healthcare staffing operations, ensuring processes, systems and personnel are meeting our client's expectations.

Specific Responsibilities

- Ensure Company's healthcare clients maintain disciplined and compliant operations.
- Position People 2.0 as a trusted advisor to each client. Develop and nurture strong, partner-like business relationships with principals by demonstrating credibility, earning trust and delivering value.
- Facilitate and update all Performance Improvement plans for clinicians.
- Ensure completeness of all personal files within Joint Commission Connect and within various healthcare information systems.
- Maintain Company's current licensure, certification or registration as required by state or local jurisdictions.
- Oversee the clinical and compliance aspects of implementations for new staffing and recruiting firms coming onto the Company's platform.
- Coordinate and oversee the selection and implementation of healthcare credentialing and scheduling software for clients.
- Offer expertise and guidance to clients in the handling of travel nurses, per diems and competitive wage reviews.
- Manage key auditing for JC compliance, prepare internal and external reports.
- Provide guidance to clients on Medicare/Medicaid application and billing process.
- Lead the Company's annual and bi-annual JC review process.
- Monitor compliance with annual performance evaluations, and other evaluations as required.
- Collaboratively with the HR Department, investigate, document and provide resolution on all clinical and professional DNRs.
- Monitor caregiver credentials and licensing through the Company's Joint Commission Connect site.

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- Provide expertise in the development of all internal clinical training requirements, based on state, client and affiliate needs. For example; HIV, CPR, Vaccinations, etc.
- Provide recommendations and content for Company's training and resource centers to support JC compliance.
- Provide expertise to the business development team in their efforts in closing healthcare staffing agencies.
- Closely monitor client operations to ensure compliance with the best practices, standards and procedures People 2.0 has defined, particularly as they relate to hiring, employment practices, risk management and client contracts.
- Ensure internal HIPAA control measures are in place.

Education and Experience

- Registered Nurse license preferred, not required to be active
- Bachelor's degree from an accredited school of nursing
- Minimum 10 years of clinical nursing experience
- Minimum 5 years' experience in healthcare staffing space focused on the administrative and back-office functions
- Extensive Joint Commission knowledge; includes large volume license and credentialing

Skills and Qualifications

- Candidates for this position must have successful healthcare experience. A clinical background with first-hand experience in the credentialing of healthcare professionals, will be required. Strong communication and "people" skills are essential, with an ability to communicate effectively at all levels of management.
- Strong interpersonal skills with a demonstrated ability to work successfully across multiple clients and effectively collaborate with others
- Exceptional customer service skills and demeanor, along with the innovative ability to communicate at all levels of an organization
- Ability to identify problems, recommend and implement solutions
- Self-motivated with a sense of urgency, a clear set of priorities, a strong work ethic, and the ability to adapt to changing circumstances in a highly collaborative environment
- Demonstrated critical thinking and problem-solving skills