



Applied Medical, Inc
Corporate HQ
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JOB DESCRIPTION: Long Term Care Contracts Operations Manager (LTCOM)

REPORTS TO: AMI Chief Operations Officer

HOME BASE: Dickinson, Bismarck or Virtual

RENUMERATION: The Bi-Weekly Equivalent of \$45K-\$65K per Year

EMPLOYMENT STATUS: Salaried, Exempt

SCOPE

Applied Medical, Inc (AMI) is a ND for profit "C" corporation. AMI provides a variety of therapy services to a variety of customers. These customers are, but are not limited to, Out Patient (Clinics, Hospitals), School Districts, Longterm Care Facilities, and Industrial Medicine (IMED) customers. AMI manages some of its own facilities but works primarily out of the facilities operated by its customers. Customers have contracted through AMI's contracts administration department a working business relationship that allows AMI's therapist(s) to treat the clients of the customers and bill various payer sources for services rendered. Payer sources may be the customer, private pay, insurance companies, government entities, Medicare, Medicaid or other.

AMI subscribes to a management style known as "Dual Management." Dual Management divides the duties of the company between "Administrative" and "Operations". The LTCOM is assigned to manage the operations for the servicing of "School Districts" contracts. The LTCOM's job is to best manage the resources of AMI to fulfill AMI's Long Term Care Facilities contractual requirements. Operations Managers may require PT, OT, SLP or other personnel. The LTCOM will work with the Therapy Technical Managers to request therapist(s) to staff as required. The LTCOM will assist each member of his/her staff to maintain an electronic AMI provided calendar. The LTCOM will maintain a continuous forecast into the future the needs of the therapy pool. Therapy usage projections and calendaring should project a MINIMUM of 2 weeks into the future. Projected shortages or excesses of therapist(s) should be communicated to the appropriate Therapy Technical Supervisor. Excess labor should be reported to AMI marketing to source additional work and thus preempt idle time.

PURPOSE

The Staff that service AMI's customers and clients are highly skilled and educated. The therapist(s) are exposed to unique and varied types of needs, injuries or circumstances that may require the mentor-ship of a more experienced or knowledgeable therapist. It is the **primary technical responsibility** of the LTCOM to provide constructive and technically accurate instruction(s) to members of AMI Staff assigned to the LTCOM. AMI may also be called upon to provide supervisory or other technical assistance to therapist(s) outside the employ of AMI and maintain all standards of ethics and technical expertise that apply to members of AMI's staff. Technical questions outside the scope and knowledge of the LTCOM must be referred to the AMI technical supervisor for that profession.

The group of therapist(s), assistants and others that comprise the staff of the PT, OT and SLP departments are considered by AMI as a "Pool" of talent. To this talent pool, LTCOM's submit requests for personnel to fulfill their staffing needs. The request may vary as PTO, illness, PRN and other issues may require staffing needs to fluctuate from week to week. It is the **primary business responsibility** of the LTCOM to manage the pool of assigned therapist(s) that best meets the needs of the LTCOM, the customer and AMI's business model. Staffing requests/changes are to be channeled through the Technical Supervisors.

JOB QUALIFICATIONS

EDUCATION and EXPERIENCE

PTA, COTA or SLPA, AS with a minimum of 5 years of active experience and holder of a current license.
PT, OT or SLP, MS with a minimum of 2 years of active experience and holder of a current license.
or
PT, OT or SLP, Doctorate in with a minimum of 1 years of active experience and holder of a current license.
and
Continuing Education Credits in at least 3 different styles, methods, or unrelated modalities or treatments.
and
AA, or AS in Business Management, Accounting or a minimum of 3 years of management experience.

JOB REQUIREMENTS

PHYSICAL REQUIREMENTS

Must be able to and without assistance: Walk forward, backward and side to side, crawl, jump, sit, kneel, climb and descend stairs and ladders, open and close doors, operate motor vehicles, pass random drug and alcohol test, have full motor skills in both arms, hands and all fingers and thumbs, must be capable of passing a DOT drivers physical and pre-employment screening. Must have good memory cognitive capabilities. Must be able to understand, speak, read, and write the American English Language at proficient levels. Must not knowingly be infected with any contagious disease(s) or have any condition that could endanger patients. Must meet AMI FJD for OT or PT.

CHARACTER REQUIREMENTS

Must be of good character. Must not have detrimental reports of unstable, illegal or peculiar behavior. Must be tolerant of racial and personal diversity. Must have leadership qualities. Must have team making skills and be a team leader. Must be of good nature. Must be an active participant in community and business activities. Must not pass negative information, rumors to anyone other than supervisor(s) or above. Must maintain cordial relationships with all AMI departments, managers, employees and customers. Must be of servant/teacher nature. Must be of positive attitude and can-do spirit. Must be willing to put forth the extra effort to succeed. Although of perfectionist nature, must be able to tolerate less than perfection when circumstances dictate. Must enjoy being a mentor.

JOB SKILLS

Must be an accomplished treating Therapist. Must have excellent writing and composition skills. Must be able to explain complex ideas in simplified terms. Must have WEB Browser, Search Engine, E-mail, Chat, Calendaring, Electronic Word Processing, Flow Charting, Presentation, CRM and other computer skills as deemed necessary in the function of duties. Must be accomplished in using the American English Language in verbal, written and logical circumstances. Should have above average math skills. Must be proficient in the use of Cell phones, Texting, Faxes, and Office Phone technologies. Must be able to type at an error free rate of at least 35 words/minute. Must be mentally able to coordinate large sets of data. Must be able to make order of chaos. Must be able to recognize problems and find satisfactory solutions. Must hold, at minimum, a current ND Therapy license. Must hold valid drivers license. Must have extensive knowledge of Long Term Care Facilities business and technical needs.

JOB DUTIES

- 1) To respond to therapists technical questions with accurate information
- 2) To manage Therapy staff (and Aids and Assistants) that meets the strategic requirements of AMI
- 3) To recommend career paths for individual therapist
- 4) To recommend continuing education classes that meet the strategic goals of AMI
- 5) To review and evaluate the technical performance of staff
- 6) To request additional staff when projected
- 7) To project changes in the staffing needs weeks in advance
- 8) To request staff from the Technical Supervisor when required by schedule or contract.
- 9) To maintain the schedules and calendars of all supervised staff to maximize efficiency

JOB DUTIES-Continued

- 10) To train and educate staff
- 11) To delegate as needed to fulfill duties.
- 12) To work with all AMI administrative departments to effectively manage the business
- 13) To recommend hiring and firing of personnel
- 14) To assist Human Resources (HR) in writing job descriptions and establishing rates of pay
- 15) To assist HR in the recruitment and retention of staff
- 16) To assist HR in staff performance appraisals
- 17) To verify the accuracy of staff time reporting
- 18) To project excess/deficit labor and advise marketing/management/HR
- 19) To enforce company policies, reporting mechanism, schedules
- 20) To work with administration to improve processes and personnel.
- 21) To continue being a treating therapist and performing other duties as assigned or accepted
- 22) To perform duties on behalf of absent, ill or otherwise unavailable therapist(s)
- 23) Works with the AMI Contract Administrator to assist in contract development and renewal
- 24) To accept all calls from contracted School Districts and make the appropriate management decisions to fulfill the requests.
- 25) To alert staff of facility closings, dangerous weather or travel conditions and recommended appropriate action.
- 26) To instruct and assist staff in the correct procedures of bookkeeping, documentation and professionalism.
- 27) To assist in the design and implementation of company policies and procedures.