



**SOUTH COUNTY OFFICE (ADMINISTRATION)**

5 Premier Drive, Ste.200

Fenton, MO 63026

P: 314.544.3800 F: 314.843.0552

## JOB DESCRIPTION

**Job Title:** Programs Manager  
**Agency:** Saint Louis Counseling  
**Reports To:** Director of Finance & Operations  
**Approved:** \_\_\_\_\_  
**Date:** October 2022

Office Use Only:

**Grade:** \_\_\_\_\_  
**Job Code:** \_\_\_\_\_  
**EEO Code:** \_\_\_\_\_

### POSITION SUMMARY

*(Summarize here the reason for this position; provide a brief overview of why this position exists.)*

**Responsible for collecting, tracking and managing accounts related to the business and operations for Saint Louis Counseling. Serve as liaison between EMR/RCM provider and ministry staff while using reports and analytics to drive program performance.**

### DUTIES & RESPONSIBILITIES

*(List here the major duties, responsibilities, activities and tasks associated with this position, and for which the incumbent is held accountable.)*

- **Programs Manager will work closely with leadership and therapists in the form of support and consult with of utilization tracking systems for grants.**
- **Serve as EMR/RCM platform superuser with Admin responsibilities**
- **Prepares invoicing for all grant programs. (i.e. County grants)**
- **Identifies and resolves therapist billing issues.**
- **Follows/Reports status of delinquent accounts related to RCM**
- **Tracks funds/spend-down for all county grants.**
- **Assist with quality control aspects of ministry**
- **Prepare and assist in auditing process**
- **Navigate/develop policy and/or procedures**
- **Utilization/draw down of funding sources**
- **Training of new therapists on billing(s)**
- **Review Claim Log**
- **Coordinate billing questions and field complaints**
- **Able to create, analyze and present reports/findings**
- **SPP clerical duties**
- **Strong relationship with clinical staff**
- **Attend all required meetings/training.**
- **Other related tasks.**

### KNOWLEDGE & EXPERIENCE REQUIREMENTS

*(Briefly list academic, licensing, or previous work experience required for success in the position.)*



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**This position requires at a minimum a high school diploma, Bachelors preferred.  
Ability to operate office equipment related to job.  
Strong customer service skills.  
Experience or education evidence of ability to follow directions, learn and cope with multiple responsibilities.**

**SKILLS & ATTITUDES REQUIRED FOR SUCCESS IN JOB**

*(List specific job skills and/or personal qualities required of this position in relation to clients.)*

**Systems oriented and data driven characteristics. Organized, enthusiastic, and positive attitude necessary. Must be self-motivated, with ability to partner with others. Must be able to maintain strict confidentiality, work under pressure and meet deadlines. One must have the ability to drive and track the process of claims, grants and other funders and/or statements to clients, from initial submission to final payment. Systems oriented and data driven with the ability to analyze reports.**

**RELATIONSHIPS REQUIREMENTS**

*(Describe type, frequency and complexity of relationships required for incumbent to accomplish job responsibilities.)*

**Regular internal interaction with leadership team and all staff. Ability to communicate and work with funders/stakeholders.**

**RESOURCES FOR WHICH ACCOUNTABLE**

*(List all quantifiable resources for which this position is accountable; e.g., budget dollars, number and types of employees supervised, number and types of clients served, or any other such similar information.)*

**Assess service entries and systems/ database (Access) expert**



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