

Part-Time Operations Specialist position with Ketamine Assisted Psychotherapy practice: San Francisco, CA (remote possible to start)

[Healing Realms](#) is a ketamine assisted psychotherapy (KAP) outpatient private practice that supports those with treatment-resistant mental health concerns. We are looking for a conscientious, capable, and organized **Operations Specialist** to take ownership of the daily operations of the practice.

This is an exciting opportunity for those who enjoy generating elegant solutions to complex systems. If you love solving puzzles, dream about simplifying spreadsheets and workflow, and are eager to gradually grow into a position as an organization evolves, [this is for you!](#)

Commitment & Compensation:

This is a part-time hourly position at \$25-35/hr (depending on experience/qualifications) as a W-2 employee. We will initially be in need of 2 days per week (Tuesdays/Thursdays), with a high likelihood of additional hours as duties are assigned and our practice grows.

Examples of Initial Projects:

- Utilize our profit/loss reports and accounting records to determine optimal compensation model vs. fees for service; make recommendations for profitability.
- Evaluate new mood monitoring software; work to transition from original client survey system.
- Research and negotiate with health insurance providers; put in place procedures, workflows, and checklists required to accept insurance.

General Responsibilities and Duties:

- Responsible for overall day-to-day operations of the practice including client flow, practitioner support, and administrative staff oversight.
- Establish effective communication to foster an environment of openness, trust, teamwork, and staff growth/development.
- Supervise administrative support staff and other personnel as assigned.
- In collaboration with co-owners, monitor and address staffing/training needs, performance reviews, and disciplinary action for staff in a respectful, consistent manner.
- Work closely with the clinical team to optimize client scheduling, workflow, communication, and recordkeeping compliance,
- Focus on client satisfaction and act to resolve client grievances.
- Support collection functions of the practice and make sure that administrative support staff collect payments and address prior balances in a timely, professional manner.

- Review monthly financial reports with co-owners/financial planner and collaborate on profit/loss projection; address practice census and operational requirements as needed.
- Ensure appropriate supplies, equipment, cleanliness, and safety of the facility, including maintenance and service provider oversight.
- In coordination with clinical and administrative support staff, manage computer and equipment systems including EHR, phone system, inventory management, and reporting programs. Ensures staff and clinicians have the tools and training they need to effectively use these systems.
- Ensure compliance with established policies, procedures, quality assurance programs, safety and infection control policies and procedures including required compliance assessment completion. Acquire and maintain site accreditations as required.
- Support regulatory and legal compliance including employment laws, OSHA, HIPAA, and other applicable laws, regulations, and guidelines. Assure all liability insurance, business registration, and other annual renewals are maintained in an accurate and timely manner.

Preferred Qualifications/Experience:

- Bachelor's degree (in Healthcare Administration, Business Administration, Nursing, or related field)
- Demonstrated experience in clinical (medical/mental health) office management, including staff supervision experience.
- Knowledge of HIPAA and privacy/confidentiality standards for mental health/medical care.
- Ability to use various computer/EHR systems and applications; willingness to learn new applications as needed.
- Very strong proficiency using G Suite products (Google Docs, Spreadsheets).
- Ability to work and collaborate remotely (via Zoom meetings) during COVID-19 shelter-in-place order, with future ability to travel to our office location in San Francisco.

Required Traits and Attributes:

- Ability to maintain emotional balance/calm demeanor while self-directing through unclear situations.
- Willingness to successfully prioritize and resolve multiple and sometimes conflicting practice operation obstacles. Uses independent judgment and initiative within established policies and procedures.
- Strong project management skills; organizes effectively and efficiently to accommodate the interruptions and changing priorities of a growing practice in a novel treatment field.
- Enthusiastic about creating and innovating practice systems to enhance efficiency.
- Ability to offer and take feedback in a conscious, compassionate way and collaborate well with others. Ability to change communication styles to meet the needs of the audience.
- Commitment to providing nonjudgmental, warm, and affirming customer service.

- Strong values alignment with our healing mission (knowledge of psychedelic/psychotherapy field appreciated though not required).
- Verbally articulate and a strong writer in English.

Due to our mission and commitment to social justice, we believe it's essential to reflect the diversity of those we intend to serve. We're an equal opportunity employer dedicated to building a culturally and experientially diverse team that leads with empathy and respect. Additionally, we will consider qualified applicants with criminal histories in a manner consistent with the requirements of the San Francisco Fair Chance Ordinance.

Reports To:

This position will work closely and collaboratively with Healing Realms leadership to ensure efficient workflow and compassionate client experience, allowing the owners to focus on strategic issues and innovating clinical services.

About Us:

Healing Realms was co-founded in 2017 by a clinical psychologist and medical doctor (specialized in internal, pulmonary, and HIV medicine) with an interest in advancing the field of psychedelic psychotherapy and medicine.

We are located in the Castro District of San Francisco, CA, and specifically welcome traditionally underserved communities, such as LGBTQI+ folks and people of color. Our clients most often present with treatment-resistant depression, anxiety, PTSD, substance misuse, and OCD, as well as existential concerns related to major life transitions and life-limiting illnesses.

We use a fee for service payment model, and do not work with insurance companies directly at this time. We are committed to affordable access to care (via needs-based sliding-scale) to offer this valuable treatment to those who need it most, and who might not feel as comfortable in traditional medicalized settings.

We have built a multidisciplinary team, including psychiatrists/psychiatric residents, nurse practitioners, and therapists, and have previously offered somatic bodywork. We are currently supported by two part-time virtual assistants who work remotely.

Learn more about us at: <https://www.healingrealmscenter.com/>

How to Apply:

Please email most recent CV and cover letter to jessica@healingrealmscenter.com.

NO PHONE CALLS.