

**LAC VIEUX DESERT HEALTH CENTER**  
**HUMAN RESOURCES**

*P.O. Box 9, N5241 Hwy 45 Watersmeet, MI. 49969*  
*Phone: 906-358-4587 Fax: 906-358-4118*



**JOB DESCRIPTION**

**POSITION:** Therapy Services Office Manager  
**LOCATION:** LVD Health Center, Watersmeet, MI  
**SUPERVISOR:** Director of Therapy Services  
**EMPLOYMENT:** Full Time – Non-Exempt  
**SALARY/PAY RATE:** \$20.00 - \$22.00

**UPON HIRE:**

- PTO Upon Hire
- Dental
- Vision
- Health Insurance

**POSTING EXPIRATION DATE: May 6<sup>th</sup> 2026**

**DESCRIPTION:**

The therapy services office manager role is crucial to the daily operations within the therapy services department. They are responsible for communicating with patients and coordinating schedules for all providers within the therapy services department. They also serve an important role of verifying patient information including contact information and insurance information and assuring patients understanding of their therapy benefits as well as their treatment plans. They also have an important role in communicating with other departments to ensure LVDHC's continuity of care standards are being met.

## **RESPONSIBILITIES:**

- Scheduling patients for physical therapy, health and wellness, and chiropractic.
- Monitoring changes within provider schedules
- Communicating with patients about their appointments via phone call or through the patient portal
- Following up on missed appointments or cancelations to ensure consistent care in accordance with the patients' treatment plan
- Monitoring patient benefits to assure patients are understanding of their benefits, submitting prior authorization for therapy services when applicable, and communicating authorization with the patient and their provider
- Manage provider schedules to ensure accurate block time for providers during PTO.
- Monitor monthly therapy services supplies and coordinate ordering of items with the accounting department
- Scanning and entering therapy services forms into patient charts.
- Monitoring therapy referrals to coordinate scheduling while maintaining awareness of high priority conditions
- Ensure accurate scheduling for patients based on provider visit restrictions.
- Monitor and manage waitlist for new patients
- Coordinate, when applicable, with transportation services for patients
- Ensure accurate intake information for new and existing patients including yearly updated consent and ABN forms when applicable
- Contribute to provider efficiency and patient flow by escorting patients to and from the main lobby
- Serve as the attendant of the exercise space during normal business hours assisting gym members with membership information and assuring compliance by gym members throughout the day
- Assist gym members in completing necessary paperwork and waivers during new member registration
- All other duties assigned

## **MINIMUM QUALIFICATIONS:**

- Must possess a high school diploma or equivalent
- Must have and maintain excellent interpersonal and communication skills.
- Willingness and ability to ensure confidentiality in all areas of work
- Must be self-motivated and able to work with little direction.
- Ability to ensure timely completion of assignments and ability to work to meet deadlines
- Must be punctual when reporting to work, during breaks, and attending meetings.

- Pass a criminal background check
- Must pass pre-employment drug screen

**WORK ENVIRONMENT/PHYSICAL DEMANDS**

- Fast paced with occasional high pressure or emergent situations
- Possible exposure to bodily fluids
- Possible exposure to infectious specimens, communicable diseases, toxic substances, ionizing radiation, medicinal preparations, and other conditions common to a laboratory and medical office environment
- May wear PPE such as gloves or a mask
- Frequent interaction with a diverse population including team members, providers, patients, insurance companies and other members of the public
- Frequent sitting, standing, walking, reaching, grasping, carrying, and speaking
- Occasional bending, stooping, lifting less than 20 pounds
- Lifting, carrying, pushing, and pulling up to 50 pounds, with assistance if needed
- Frequent use of computer, keyboard, fax and copy machine, and telephone

**Preference will be given to qualified individuals of American Indian descent.**

*The above statements are intended to describe the general nature and level of work performed by people assigned to this classification. They are not intended to be construed, as an exhaustive list of all responsibilities, duties and skills required of personnel so classified. Management retains the right to add or to change the duties of the position at any time. Must be able to pass a pre-employment drug screen and applicable background checks related to the position. The Lac Vieux Desert Tribe will provide preference to all qualified Native Americans in employment and training opportunities.*

**Lac Vieux Desert Health Center Mission Statement:** The Lac Vieux Desert Health Center strives to provide excellence in health care and to inspire a culture of wellness.

**Date Approved by the Tribal Council:**

**Update Approval Date:**

**LVD Health Center  
 Human Resources Department  
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 Watersmeet, MI 49969  
 Email:  
 Website: <http://www.lvdhc.org>  
 Phone: 906-358-4587 Ext. 102  
 Fax: 906-358-4118**

SIGNED: \_\_\_\_\_

DATE: \_\_\_\_\_

