



Job Title: Practice Manager

Location: In-Person | Suwanee

Organization: RGW Institute

Position Type: Full-Time (W-2)

About RGW Institute:

RGW Institute is a growing, trauma-informed mental health and wellness practice providing therapy, IOP, assessments, and specialized services across Georgia. We are committed to clinical excellence, operational integrity, and serving clients and communities with compassion and professionalism.

We are seeking a **Practice Manager** to help lead the operational, financial, and administrative functions of the organization as we continue to scale and expand our impact. This is a key leadership role for someone who thrives in a fast-paced, service-oriented environment and has strong skills in systems, staff coordination, and strategic execution.

Position Summary:

The Practice Manager oversees the day-to-day operations of the practice, ensuring seamless coordination between clinical, administrative, billing, and compliance functions. This role is responsible for supporting team efficiency, managing vendors and contracts, improving systems, and ensuring regulatory and financial accountability.

You'll work closely with the Clinical Director and administrative team to implement policies, streamline workflows, and support RGW's continued growth and sustainability.

Key Responsibilities:

Operations & Compliance:

- Oversee daily operations, scheduling systems, and workflows
- Ensure HIPAA, insurance, and contract compliance across all services
- Maintain clinical and administrative policy/procedure manuals

- Support onboarding of new clinicians and staff

Finance & Billing:

- Collaborate with billing team to track revenue and payer issues
- Monitor budget, expenses, and vendor invoices
- Track clinician productivity and payroll inputs
- Support financial reporting and monthly reconciliation

Team Supervision & Systems:

- Supervise front office and administrative staff
- Lead performance reviews, workflow optimization, and staff development
- Manage EHR access, scheduling templates, and internal systems
- Coordinate team meetings, trainings, and compliance audits

Required Qualifications:

- Bachelor's degree in healthcare administration, business, or related field
- Minimum 3 years experience in medical, behavioral health, or practice operations
- Proficient in EHR, scheduling, and billing systems (Sessions Health preferred)
- Strong leadership, communication, and problem-solving skills
- Ability to manage multiple priorities in a growing practice environment

Preferred Qualifications:

- Experience in mental health or multidisciplinary healthcare settings
- Familiarity with Georgia Medicaid, commercial insurance, and IOP programs
- Understanding of documentation requirements for DFCS and insurance audits

Compensation & Schedule:

- Competitive salary based on experience

- Paid time off, holidays, and wellness benefits
- Opportunities for professional development and leadership advancement

