
Title: Clinical Support Manager

Company Overview

People2.0 is the world's largest global employer of record (EOR) and agent of record (AOR) services platform, created exclusively to serve the talent ecosystem, including staffing agencies, search and recruiting firms, individual recruiters, mass talent procurement organizations, and compliance, contracting, and consulting companies.

People2.0 enables talent providers, large and small, to place anyone in any work arrangement, anywhere—simply, quickly, and compliantly. Our global team is dedicated to helping our customers expand their value proposition, optimize opportunities to access the global talent pool, and create a borderless world of unlimited growth for their business.

Please visit [People20.com](https://people20.com)

Position Overview

The Clinical Support Manager will act as a clinical liaison to the Company's independently owned healthcare staffing firms and recruiters who operate contingent workforce firms committed to professional healthcare staffing. They will coordinate the back-office support of those agencies provided by the People 2.0 platform. The Clinical Support Manager is responsible for licensing and credentialing standards as well as clinical and industry compliance in field operation. They'll oversee the development and deployment of quality assurance standards, and coordinate policies, procedures and communications in compliance with customer requirements.

Having a clinical background is strongly preferred due to the level of guidance and partnership that's required with clients in the healthcare staffing industry.

Keys to Success

To succeed in this role, an individual will have an exceptional and thorough understanding of the healthcare staffing industry, focused on travel nurses, per diem clinicians and MSP relationships. To be effective in influencing behavior and driving change, they must develop strong and positive, trust-based working relationships with key personnel in client's organization, and with People 2.0 executives and department leaders. The Clinical Support Manager will be the internal expert as it relates to all healthcare staffing operations, ensuring processes, systems and personnel are meeting our client's expectations.

Specific Responsibilities

- Ensure Company's healthcare clients maintain disciplined and compliant operations.
- Position People 2.0 as a trusted advisor to each client. Develop and nurture strong, partner-like business relationships with principals by demonstrating credibility, earning trust and delivering value.
- Facilitate and update all Performance Improvement plans for clinicians.
- Maintain Company's current licensure, certification or registration as required by state or local jurisdictions.
- Oversee the clinical and compliance aspects of implementations for new staffing and recruiting firms coming onto the Company's platform.
- Coordinate and oversee the selection and implementation of healthcare credentialing and scheduling software for clients.
- Offer expertise and guidance to clients in the handling of travel nurses, per diems and competitive wage reviews.
- Provide guidance to clients on Medicare/Medicaid application and billing process.
- Monitor compliance with annual performance evaluations, and other evaluations as required.
- Collaboratively with the HR Department, investigate, document and provide resolution on all

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clinical and professional DNRs.

- Provide expertise in the development of all internal clinical training requirements, based on state, client and affiliate needs. For example; HIV, CPR, Vaccinations, etc.
- Provide recommendations and content for Company's training and resource centers
- Provide expertise to the business development team in their efforts in closing healthcare staffing agencies.
- Closely monitor client operations to ensure compliance with the best practices, standards and procedures People 2.0 has defined, particularly as they relate to hiring, employment practices, risk management and client contracts.
- Ensure internal HIPAA control measures are in place.
- Manage team of four credentialing specialist

Education and Experience

- Registered Nurse license preferred, not required to be active
- Bachelor's degree from an accredited school of nursing
- Minimum 7 years of clinical nursing experience
- Minimum 5 years' experience in healthcare staffing space focused on the administrative and back-office functions

Skills and Qualifications

- Candidates for this position must have successful healthcare experience. A clinical background with first-hand experience in the credentialing of healthcare professionals, will be required.
- Strong communication and "people" skills are essential, with an ability to communicate effectively at all levels of management.
- Strong interpersonal skills with a demonstrated ability to work successfully across multiple clients and effectively collaborate with others
- Exceptional customer service skills and demeanor, along with the innovative ability to communicate at all levels of an organization
- Ability to identify problems, recommend and implement solutions
- Self-motivated with a sense of urgency, a clear set of priorities, a strong work ethic, and the ability to adapt to changing circumstances in a highly collaborative environment
- Demonstrated critical thinking and problem-solving skills

People 2.0 is committed to providing equal employment opportunities to all associates and applicants without regard to race, color, national origin or ancestry, citizenship status, religion, sex (including pregnancy, lactation, childbirth or related medical conditions), sexual orientation, physical or mental disability, age, veteran status, uniformed servicemember status, gender identity, genetic information (including testing and characteristics) and any other characteristic prohibited by federal, state or local law. Our commitment to equal opportunity employment applies to all persons involved in our operations and prohibits unlawful discrimination by any employee, including supervisors and co-workers.

In furtherance of this commitment, the Company is committed to providing a work environment that is free of prohibited harassment. As a result, the Company strictly prohibits sexual harassment and harassment against applicant and employees based on any legally recognized status, as defined above, or any other status protected by federal, state, or local laws.