

# Dipan Patel

Township of Monroe, NJ

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## Work Experience

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### **Director of Operations**

Clarity Laboratory - Township of Warren, NJ

January 2022 to Present

- Oversee HR, Payroll, AP, AR, Client Services, Logistics, Sales, and Phlebotomy/Collections teams consisting of 8 Managers/Supervisors and 80 employees
- Implemented new processes to create efficiency throughout various departments
- Responsible for drafting new Lab Service contracts and setting up new accounts
- HR responsibilities included conflict resolution, performance reviews, hiring, training, and compliance
- Supported the Sales team to ensure they remained on-plan for revenue targets
- Managed staffing and schedules for the Phlebotomy/Collections teams
- Processed payroll weekly including direct deposits and manual checks
- Make yearly employee handbook updates

### **Assistant Director of QA/Facilities/Operations**

GenPsych P.C. - Bridgewater, NJ

April 2020 to December 2021

- Led the opening of two new treatment centers and moved another to a new location.
- Developed and maintained systems and processes to increase organizational efficiency such as the implementation of Pyxis.
- Responsible for managing DMHS, DAS, & DCBHS licenses applications/renewals.
- Monitored and communicated the applicable standards created by external licensing and accreditation entities.
- Assisted with preparation for licensing and JHACO accreditation surveys.
- Managed accounts, supply requests, the budgets of seven treatment centers.
- Program development projects assigned by CEO including the exploration of adolescent residential facilities.
- Reviewed state regulations and makes recommendations on methods to conform to regulations.
- Played a significant role in long-term planning, including an initiative geared toward operational excellence.
- Assisted in the proper care and maintenance of facilities by implementing a preventative maintenance schedule.
- Assisted with inspecting the work performance of the facility department employees and sub-contracted work.
- Assisted with State and Township Required Facility Inspections (monthly, quarterly, and yearly).

### **Director of Operations/Admissions**

GenPsych Foundation - Bridgewater, NJ

July 2017 to April 2020

- Maintained a safe and hazard free environment for all staff and clients.

- As operator of Cooperative Sober Living Residences (CSLR), ensured compliance in accordance with the Regulations Governing Rooming and Boarding Houses to confirm each property has functioning egress windows in all sleeping rooms, carbon monoxide monitors on each floor, smoke detectors on each floor and sleeping rooms, entryways have clear and easy access, and are free of all forms of hazard.
- Conducted inspections of the properties to maintain compliance with the Regulations Governing Rooming and Boarding House Standards and the Uniform Construction Code.
- Upon acquiring additional properties, conducted inspections to confirm compliance with the applicable code standards and working in conjunction with the property owners and municipal code enforcement officials.
- Ensured all properties maintain compliance with state and local municipal building codes by conducting inspections.
- Improved the operational systems, processes, and policies in support of the organization's mission – specifically, management reporting, information flow and management, business process and organizational planning.
- Managed and increased the effectiveness and efficiency of Support Services (HR, IT, and Finance, etc.), through improvements to each function as well as improved coordination and communication between support and business functions.
- Directed patient care by managing medication, patient personal care and coordinating with Program
- Oversaw overall financial management, planning, systems, and controls.
- Interviewed and hire new employees as well as manage termination process.
- Conducted onboarding of employees, including, but not limited to training, benefits, payroll process, etc.
- Ad-hoc counseling over the phone for patients in the residences when they were in distress.
- Trained employees on proper company and legal policies.
- Developed career paths and coach employees to grow personally and professionally.
- Mediated and assisted in resolution employee conflicts.
- Management of agency budget in coordination with the Executive Directors & CEO.

## **Community Liaison Specialist**

GenPsych P.C. - Lawrenceville, NJ

June 2016 to July 2017

- Managed overall marketing and sales initiatives by maintaining relationships and providing the highest standard of service to all referral sources, clients, and professionals.
- Conducted inspections of facilities and housing to ensure housing standards were in compliance with safety and health codes to better serve our client base.
- Represented GenPsych PC and served as the main liaison and point of contact in the community and all community professionals: psychiatrists, pediatricians, family practitioners, therapists, social workers, clinicians, hospitals, local schools, and the general public.
- Promoted and enhanced company's public image and develop ways to increase company ratings and competitive intelligence through development of social media and interactive strategies to compliment marketing plan.

## **Admissions Clinician**

Carrier Clinic - Belle Mead, NJ

December 2013 to June 2016

- Participated in Sigma Six weekly to increase efficiency and effectiveness of the admissions process.
- As a part of the Sigma Six initiative to align the organization, conducted inspections of resident's quarters to confirm compliance with safety and health codes.

- Assessed adolescents & adult patients who are seeking psychiatric and/or substance abuse healthcare.
- Provided telephonic and in-person risk assessment along with crisis intervention.
- Maintained communication with referral sources, families, patients, and unit staff.
- Facilitated the admission process and determined appropriate level of care.
- Performed pre-certification/authorization reviews with insurance companies.

### **Group Counselor**

May 2013 to December 2013

- Facilitated therapeutic and recreational group counseling as well as administered individual counseling.
- Assessed patient lifestyle patterns/behaviors in managing mental health challenges.
- Provided treatment planning, patient assessments, psychoeducation, and coping skills.

## Education

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### **Masters of the Arts in Community Counseling**

Montclair State University

January 2013

### **Bachelor of the Arts in Psychology**

Kean University

January 2010

## Skills

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- Microsoft Office
- Paychex
- ADP
- BeyondPay
- QuickBooks
- KIPU