



GI Psychology
Burke, VA 22015
(703) 910-2577
gipsychology.com

Patient Services Manager

Lead the Team Behind the Care at a Mission-Driven Telehealth Practice

Location: Remote

Employment Type: Full-Time or Part-Time (.60 FTE / 24 hours per week)

Salary: \$60,000-\$75,000 full time, depending on experience and education

ABOUT US

GI Psychology is a passionate team of telehealth clinicians dedicated to improving the lives of individuals with gastrointestinal disorders and other complex medical conditions. We provide data-driven interventions and treatments, collaborating closely with interdisciplinary teams to make a meaningful impact for our patients and communities. Our mission is to expand nationwide access to quality gastro psychology services.

We're not just a telehealth practice. We're raising the bar for what specialty behavioral health operations look like, with measurable outcomes, strong systems, and a culture built on training, innovation, and shared success.

THE ROLE

We are hiring a Patient Services Manager to lead the clinical operational heartbeat of GI Psychology. This is a leadership role for someone who understands that an exceptional patient experience starts long before a session begins - it starts with a team that is organized, accountable, and genuinely cared for.

You will directly supervise our Patient Care Coordinators (consult call facilitators), Clinical Support Trainer, and Administrative Assistants, ensuring that day-to-day operations run smoothly, KPIs are met, and every patient interaction reflects the quality our practice is known for. You'll serve as the bridge between clinical leadership and frontline support staff - translating strategy into execution and championing a culture of excellence across a fully remote team.



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This is a role for someone who thrives in complexity, leads with both empathy and accountability, and finds deep satisfaction in building teams and systems that work.

This role is ideal for someone who:

- Is energized by leading, coaching, and developing a high-performing remote team
- Finds fulfillment in solving operational problems and building better systems
- Holds high standards for patient experience and knows how to translate that into team behavior
- Is comfortable with data, KPIs, and using metrics to drive meaningful decisions
- Thrives in a fast-paced, collaborative environment where no two days are identical
- Values working within a mission-driven organization making a real difference in people's lives

THE OPPORTUNITY

- Fully remote position with a standard business hours schedule (EST), no evenings or weekends required, for individuals maintaining residence in the following states: FL, SC, GA, TX, IN, NC, WY, SD, KY, OH, UT, AZ, ID, MT, OK, MO, VA
- Lead a dedicated team of Patient Care Coordinators, a Clinical Support Trainer, and Administrative Assistants
- Mentor and train rising administrative and pre-clinical stars
- Work closely with clinical leadership to shape the operational direction of the practice
- Pathways for growth and leadership within a rapidly evolving specialty practice
- Work alongside committed and values-based team members
- Competitive salary, PTO, 401k matching, cost-shared healthcare, dental and vision options, and paid training

WHO YOU ARE

You are an experienced operations or healthcare leader with a genuine passion for patient-centered care. You are not looking for a job where you clock in and manage



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from a distance - you are looking for a home where your leadership instincts, operational skills, and people-first approach are truly valued.

You bring:

- At least one year of direct leadership, management, and accountability experience
- One of the following: a Master's Degree in Psychology, Counseling, or a related field; or an MBA; or a Bachelor's Degree with 4+ years of experience in healthcare customer service
- A background in patient-forward care and practice operations
- Familiarity with EHR and practice management systems (SimplePractice experience a plus)
- Comfort working within a fully remote environment, with video conferencing consistently on, and leading a remote team who also has continual video conferencing responsibilities
- Strong knowledge of HIPAA compliance and a genuine commitment to patient confidentiality

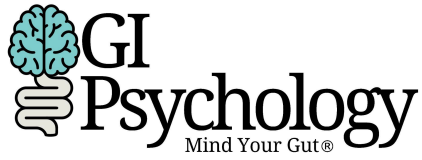
OUR CULTURE & VALUES

At GI Psychology, we're united by three core values that guide everything we do:

1. **Integrity** – An internal drive that reliably creates excellence
2. **Innovation** – Growth-oriented, adaptive, and always improving
3. **Interpersonal Generosity** – We elevate others and prioritize collective success with healthy boundaries

We are not a siloed operation - we are a highly collaborative team that believes when we grow together, we deliver better care. Expect regular, meaningful connection with teammates, clinicians, and leadership.

HOW TO APPLY



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If you're a healthcare operations leader who is driven by accountability, energized by team development, and excited to grow alongside a values-driven practice, we want to hear from you.

Send your resume and a brief letter describing your experience and your alignment with our mission to: careers@gipsychology.com