

FDPA to SPM Career Ladder



Front Desk Patient Advocate (FDPA)

- ★ Overtime potential, extended hours and weekend opportunities
- ★ First point of contact for families, clients, and visitors
- ★ Provide administrative support to Office Manager
- ★ Manage scheduling of learners
- ★ Ensures smooth clinic operations
- ★ Provides a professional and welcoming environment for families and learners
- ★ High School Diploma
- ★ Previous healthcare or front desk experience a plus
- ★ Leadership qualities
- ★ Self-motivated



Office Manager (OM)

- ★ Professional growth
- ★ Higher earning potential
- ★ Supervises administrative team and daily operations
- ★ Implements policies and procedure
- ★ Supports clinical staff with documentation and scheduling
- ★ Manages escalations and family concerns
- ★ Ensures compliance with HIPAA and clinic regulations
- ★ Office Management Experience
- ★ Administrative leadership
- ★ Healthcare/ ABA clinics experience a plus



Practice Manager (PM)

- ★ Professional growth
- ★ Higher earning potential
- ★ Manages multiple teams
- ★ Implements policies
- ★ Coordinates with leadership to ensure organizational goals are met
- ★ Oversight and assist with specific clinics in their designated area
- ★ Proven track record as an Office Manager



Senior Practice Manager (SPM)

- ★ Professional growth
- ★ Higher earning potential
- ★ Oversees all administrative and operational functions
- ★ Manages multiple teams and clinic locations
- ★ Implements strategic policies and workflow improvements
- ★ Coordinates with leadership on staffing, budgets, and clinic goals
- ★ Monitors compliance and organizational performance metrics.
- ★ Proven track record as a Practice Manager

Perks

Expectations

Requirements