

# Glen Nofsinger

Clinic Manager

## Contact

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## Summary

Glen Nofsinger is an experienced Social Services Assistant/Clinic Manager, Medical Support Assistant, Information Management Officer, and Behavioral Health Specialist with over 9 years of experience. He has a Bachelor of Arts (Business) from The Evergreen State College and an Associates in Business from Pierce College. He is skilled in Adobe Acrobat Professional, MS Office Suite, Microsoft Windows, macOS/iOS, Linux, AHLTA, CHCS, MHS Genesis (Super User), MHSVC, DevOps and System/Network Administration. Glen has a proven track record of success establishing and running a new clinic and program, performing psychological assessments and co-facilitating intensive outpatient groups, ordering labs, creating and maintaining a system to track statistical information, and providing technical support for usability issues and critical computer, network, and software problems. He is a reliable and loyal professional with expertise in HR concepts, principles, laws, regulations, and practices.

## Experience

### ● Social Services Assistant / Clinic Manager, Madigan Army Medical Center; JBLM, Wa.

2016 - Current

- Successfully established and ran a brand new clinic and program, including developing and overseeing processes for patient intake, scheduling, and managing patient files and records.
- Performed psychological assessments and co-facilitated intensive outpatient groups for service members suffering from addiction.
- Consulted with providers, ordered labs including urine drug screens and Ethyl Glucuronide, and created and maintained a system to track statistical information.
- Acted as Super User for MHS Genesis, providing technical support for usability issues and critical computer, network, and software problems.
- Utilized a comprehensive knowledge of HR concepts, principles, laws, regulations, and practices to ensure compliance and best practices were met.

### ● Medical Support Assistant, Madigan Army Medical Center; JBLM, Wa.

2015 - 2016

- Performed front-of-desk duties, including checking in patients, booking appointments, and scheduling follow-up treatment.
- Uploaded medical documents to ensure accurate records.
- Directly supported service members and their dependents with a high level of professionalism.
- Acted as clinic manager for 3 months, leading the team to maintain high standards of quality care and patient satisfaction.
- Utilized advanced software systems (AHLTA, CHCS, MHS Genesis, MHSVC) to accurately store and retrieve patient data.
- Researched and resolved software issues to ensure smooth operation.
- Provided technical support and troubleshooting of computer, network, and software problems.

### ● Information Management Officer, US Army; JBLM, Wa.

2007 - 2011

- Maintained and updated all computers for the Combat Stress Control clinic, including software such as AHLTA-T, TMIP, Symantec Anti-virus, and active directories.
- Developed and managed a shared drive for fast and easy access to critical files.
- Created electronic forms and documents for a more efficient work environment using Adobe Acrobat Professional.
- Created and managed a shared printer for a more efficient work environment.
- Created, updated, and maintained accounts for Windows active directory, TMIP, and AHLTA-T.
- Provided technical support for usability issues and critical computer, network, and software problems as needed.
- Ensured the secure and reliable operation of the computer network, software applications, and related equipment.

### ● Behavioral Health Specialist, US Army; JBLM, Wa.

2007 - 2011

- Provided one-on-one counseling, group sessions, and classes to those with psychiatric issues and/or substance abuse problems
- Assessed and treated patients suffering from depression, anxiety, stress, marital problems, insomnia, and post-traumatic stress disorder
- Evaluated for suicidal and homicidal patients and created a plan for safety
- Delivered a smoking cessation class to large groups of service members and civilians
- Utilized AHLTA, CHCS, and MHS Genesis (Super User) systems to document patient progress
- Maintained confidentiality in accordance with HIPAA regulations

## Education

### Bachelors of Arts (Business)

2014 - 2016

The Evergreen State College

### Associates in Business

2012 - 2014

Pierce College

## Languages

English

## Skills

- **Adobe Acrobat Professional:** Experienced in creating and editing forms and documents with Adobe Acrobat Professional
- **MS Office Suite:** Proficient in MS Office Suite, including Word, Excel, and PowerPoint
- **Microsoft Windows:** Excels in Windows operating systems and active directories
- **macOS/iOS:** Able to troubleshoot and resolve issues related to Mac and iOS devices
- **Linux:** Experienced in Linux system administration, including setting up and managing servers
- **AHLTA:** Educated in AHLTA software, including ordering labs and Ethyl Glucuronide
- **CHCS:** Proficient in CHCS, including creating and maintaining accounts
- **MHS Genesis:** Super user for MHS Genesis, responsible for tracking statistical information
- **MHSVC:** Experienced in MHSVC, including booking appointments and scheduling follow-up treatments
- **DevOps:** Skilled in DevOps, including deploying and maintaining software applications