

JOB DESCRIPTION

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|------------------------|--------------------------|------------------------|-------------------------|
| Position Title: | Clinic Supervisor | Department: | BH/ Red Feather |
| FLSA Status: | Executive exempt | Reports To: | Chief Operating Officer |
| Salary Range: | | Effective Date: | |
| Approved By: | Chief Executive Officer | | |

Position Summary

The Clinic Supervisor oversees operations, daily flow, financial goals, programs and employees at the Behavioral Health and Red Feather locations.

Adheres to the mission and values of Mathiesen Memorial Health Clinic and follows all policy and procedures to ensure excellent patient care.

Essential Duties

- Collaborate with leadership to determine strategic plan for productivity, financial goals and programming. Including developing appropriate reports.
- Collaborate with leadership and staff to achieve productivity goals and achieve financial solvency.
- Critically evaluate processes for efficiency and develop a plan for resolving inefficiencies and problems identified.
- Facilitate patient flow, daily operations, patient and provider needs.
- Collaborate with other departments for efficient staffing.
- Attend leadership meetings and team building events, model leadership behavior.
- Create environment of collaboration and acceptance among the staff.
- Collaborate with IT to create efficiencies and education for staff.
- Work with IT and leadership to develop marketing plan, online website design, patient educational materials.
- Collaborate with HR for identifying and filling staffing needs.
- Identify and develop training for staff educational deficiencies.
- Collaborate with leadership to develop service line expansion.
- Oversee clinical care and operations.
- Participate in grant development and implementation.
- Directs, coordinates and supervises the work of all employees. Includes productivity of the department and monitoring individual workers' performance to meet department goals and objectives.
- Annual performance reviews for staff and providers.
- Maintain all patient registration information in accordance with agency and Indian Health Service registration policies, including GPRA data collection and reporting.
- Compliance with grant requirements.
- Collaborate with other health care professionals, interns and staff to promote an integrated and team approach to patient care.

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- Participate in clinical training seminars to maintain adherence with policies and procedures.
 - Maintain and update professional knowledge and proficiency through continuing education, staff meetings, workshops, and serving on committees.
 - Compliance with all federal, state, local, tribal and licensing board regulations and laws.
 - Maintain confidentiality of patient's treatment and records in accordance with the Board of Psychology law and ethical code, California state law and ethics, and HIPAA.
 - Other duties as assigned or that arise to meet the business needs

Knowledge, Skills and Abilities

- Knowledge in administration of business
- Excellent written and verbal communication skills
- Ability to empathize with a wide range of people
- Listening skills
- Capacity for handling stressful and possible volatile situations
- Ability to form connections with a diverse population
- Demonstrated skill in supervision of clinical staff and interns
- Ability to work as an effective team member; function independently; exercise sound judgment and initiative.
- Organize and prioritize workload and meet deadlines

Education and Experience

- Preferred experience and education in business administration or related field
- Leadership skills and experience in a supervisor role
- Current CPR
- Proficiency in computer and EHR use
- Knowledge of medical terminology

Physical requirements

While performing the duties of this job, the employee is frequently required to stand, walk, sit, or balance. The employee must be able to move and/or lift to 20 lbs. This position can be emotionally challenging. Ability to deal with time constraints and a fast-paced work environment.

Working conditions

- None to very limited physical effort required
- Work environment involves minimal exposure to physical risks, such as operating dangerous equipment or working with chemicals
- Work is normally performed in an interior office work environment

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- As authorized by regulatory and insurance agencies, telephone and telehealth options for patient meetings will be allowed
- Reasonable accommodations will be given to qualified disabled applicants pursuant to Section 501 of the Rehabilitation Act of 1973, 29 U.S. Code 791, Title 29, and the Americans with Disabilities Act (ADA)

Acknowledgement

I certify that I fully understand and am fully capable of meeting the responsibilities documented herein and will comply with all company policies, procedures, and standards.

Accepted by
(signature): _____

Print
Name: _____

Date: _____

Supervisor

Signature: _____

Date

Mathiesen Memorial Health Clinic retains the right to change or modify job duties at any time. The above job description is not all encompassing. Needs and requirements may vary according to business, staff, or patient needs.