**Department:** Clinical Support

**Status:** Regular or Temporary; Full Time or Part Time

**Overview:** Under the general direction and supervision of the Chief Medical Officer, this position serves as middle-level manager over clinical support and ancillary related activities. Position is predominantly training and oversight with limited direct skilled nursing.

**Minimum Qualifications:**

***Education:*** Associates or Bachelor’s degree in Nursing. Current [state] license required. Current certification in BLS.

***Experience:*** Two years recent supervisory experience preferred. One year recent nursing or direct licensed or certified care experience in an outpatient family medicine setting preferred.

**Essential Functions**:

1. Orients, trains, supervises, monitors, evaluates, and as necessary, coaches Clinical Support Staff (CNA, MA, CMA, LPN’s) and Clinical Support Tech.
   1. Proactively ensures adequate level of staffing based on provider/patient volume panel.
   2. Orients and trains new clinical support team members.
   3. Ensures duties are completed according to clinic standards.
   4. Ensures that clinical support staff stay within scope of practice and adhere to systems.
2. Ability to perform CSSI (rooming and screening patients), CSSII (coordinating patient care, completing and tracking patient health related documents and basic family medicine procedures) and CSSIII (IV starts) duties.
3. Oversees and is responsible for the corporate compliance of following areas:
   1. Laboratory (CLIA-waived provider microscopy site; point of contact for LabCorp phlebotomist)
   2. Supplies
   3. Patient flow (interface between providers, clinical support and front office)
   4. Medications (purchase, receipt and tracking as a Physician-dispensing site)
   5. Medical equipment (safe operation, maintenance and repair)
   6. Sterilization
   7. State Immunization Program
   8. Disease reporting
4. In conjunction with the Leadership Team and others, develops policies and procedures to improve clinical systems of care.
5. Oversees Patient Advice nurse.
6. Serves as point of contact for patient questions and/or complaints; resolves patient concerns if possible.
7. Oversees, implements, and coordinates with Chief Medical Officer, employee health activities.
8. Assists with development of procedure manuals and updates policies and procedures specific to area of operations as appropriate.
9. Integrates work with other staff to ensure timely and accurate patient flow.
10. Participates as part of the Center’s leadership team in evaluation and feasibility of expansion in health services, programs, and attainment of NCQA certification as level III Primary Care Medical Home (PCMH) and AAAHC accreditation.
11. Participates in meetings.
12. Uses specialized office and basic medical equipment, including personal computers, according to manufacture instructions and clinic protocols.
13. Generates written reports.
14. Other duties as assigned.

**Knowledge, Skills and Abilities:**

* Competence in working with racially and ethnically diverse populations
* Pediatric and adult injection skills
* Phlebotomy skills
* IV skills preferred
* Current computer skills
* Knowledge of common medical practice equipment
* Knowledge of common outpatient medical documentation
* Knowledge of common office equipment (copier, fax, printer, etc.)
* Excellent oral and written communication skills
* Ability to organize and prioritize tasks
* Ability to work under pressure
* Strong attention to detail and problem solving skills
* Ability to work independently and as a team member

**Location:** Position is based in [location]; however, position responsibilities may require travel both within the [other locations]. Use of personal vehicle is required for travel; therefore, a valid driver’s license and proof of auto insurance and registration is required. Position may require working occasional evenings and weekends.

**Supervision**: This position has supervisory responsibilities

**Immediate Supervisor**: Chief Medical Officer**;** in their absence,ChiefExecutive Officer. The Clinical Support Supervisor/Nurse Manager must operate off the Chief Medical Officer’s license; therefore, the Chief Medical Officer shall delineate their appropriate scope of practice.

**Physical Demands/Working Conditions:** General office/clinic conditions are pleasant; good, clean working conditions where accident and hazards are negligible; requires extended periods of standing, walking, sitting and computer usage and short periods of moderate lifting, pushing or pulling objects up to twenty pounds. Clear diction and acute hearing are necessary for effective communication with the staff and public.

**OSHA Classification I:** Normal work routine involves potential for mucous membrane or skin contact with blood and/or body fluids; use of appropriate protective measures is required.