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| Job Title: | Manager of Clinical Support Staff |
| Department: | Medical | SOC #:  |  |
| NAICS Code: |  | EEOC Category: | Officials and Managers |
| Location: | Cordelia | FLSA: | Exempt |
| Travel Required: | Frequent to different clinics | Pay Class: | Salary |
| Reporting Relationships: | Organizational Impact: |
| **Reports to:**Director of Clinical Support Services**Direct Reports:*** Medical support staff
	+ Medical assistants-clinical
 | **Role:**  |
| Job Description: Responsible for the management and organization of the clinical support staff at all NHA locations, working collaboratively with Director of Clinical Support Services and Chief Medical Officer to ensure appropriate staff and services are provided to meet the needs and mission of the organization. |
| General Function:Functions as a first-line supervisor, providing direction to a variety of subordinate staff. Works under general supervision and uses independent judgment to apply guidelines to specific situations.Duties and Responsibilities* Coordinate staffing patterns for medical support staff.
* Coordinate provider time off with medical support staff duties and responsibilities.
* Acts as an assistant to the Chief Medical Officer in planning and organizing provider scheduling.
* Acts as a liaison between the Director of Clinical Support Services and medical team medical support staff.
* Manages and resolves support staff problems or difficulties.
* Manages and resolves patient issues, problems, or concerns.
* Plans, organizes and supports medical support staff in-services and monthly meetings
* Assists in the planning and organization of quarterly provider meetings.
* Responsible for ordering and maintaining inventory of medical supplies and equipment inspection in all clinics.
* Assists with the orientation of new staff in the medical department.
* Acts as the first line of support for medical support staff.
* Actively participates on Leadership Team.
* Actively participates on the Quality Improvement Committee.
* Actively participates in rounding throughout all NHA locations to oversee staff.
* Involvement in Manager-on-Duty rotation and Saturday clinics, as assigned.
* Aids in the development and oversight of policy and procedures related to the medical department.
* Assists in New Provider orientation to medical department
* Project management and statistical reporting for medical department initiatives and responsibilities
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| **Working Conditions:** |
| Lifting Requirements:Sedentary Work – Exerting up to 10 pounds of force occasionally, and/or a negligible amount of force frequently or constantly to lift, carry, push, pull or otherwise move objects, including the human body. Sedentary work involves sitting most of the time. Jobs are sedentary if walking and standing are required only occasionally, and all other sedentary criteria are met.Light Work – Exerting up to 20 pounds of force frequently, and/or a negligible amount of force constantly to move objects. If the use of arm and/or leg control requires exertion of forces greater than that of sedentary work and if the worker sits most of the time, the job is considered light work.Medium Work – Exerting up to 50 pounds of force occasionally, and/or up to 20 pounds of force frequently, and/or up to 10 pounds of force constantly to move objects.Heavy Work – Exerting up to 50 pounds of force occasionally, and/or up to 50 pounds of force frequently, and/or up to 20 pounds of force constantly to move. Physical Requirements:Stand or Sit, Walk, Use hands/fingers to handle or feel, Stoop, kneel or crouch, talk/hear, See, Reaching, and Repetitive Motion.Hazards and Atmospheric Conditions:Limited exposure to dust and electrical hazards, in relation to the storage of files and the operation of office equipment. Equipment and Tools:*Equipment:* Computer, Copier, Printer, Scanner, Typewriter, Telephone, Filing Cabinets, 10-key calculator.*Tools*: Letter opener, Hole Punch*Organizational Vehicle:* Does not drive organizational vehicles.OSHA Category: Category I – Duties performed routinely require exposure to blood, body fluid, and tissue.Category II – Normal routine involves no exposure to blood, body fluid or tissue, but exposure or potential for exposure may occur.Category III – Normal routine involves no exposure to blood, body fluids or tissue and as part of their employment, incumbents are not called upon to perform or assist in emergency care or first aid. |
| Skills/Qualifications: |
| * High School Diploma
* Diploma in Medical Assisting
* Active RMA or CMA certification
* Basic Computer Skills
* Knowledge of Microsoft Word and Excel
* Project Management Experience required
* Ability to work closely and effectively with NHA staff and leadership
* Ability to create statistical reporting and evaluations relative to medical department functions
* Ability to lead and communicate effectively with medical support staff team
* Strong time management skills, verbal and written communication skills a must.
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| **This description is intended to indicate the kinds of tasks and levels of work difficulty that will be required of positions that will be given this title and shall not be construed as declaring what the specific duties and responsibilities of any particular position shall be. It is not intended to limit or in any way modify the right of any supervisor. The use of a particular expression or illustration describing duties shall not be held to exclude other duties not mentioned that are of similar kind of level of difficulty.** |
| Last Updated By: |   | Date: |  |
|  CEO Approval: |   | Date: |  |
| **I have reviewed and understand the requirements of my job description.** |
| Employee Signature: |  | Date: |  |