



Clinical Support Supervisor (CSS)

Job Description

Exempt: Yes

Safety Sensitive: No

Department: Clinical Leadership

Reports To: Regional RN Clinical Manager

Location: Clinic based - as assigned

GENERAL DESCRIPTION OF POSITION

Under direction from the Regional RN Clinical Manager and in coordination with local operations and clinical leadership, helps provide leadership, education, training and assistance for back office staff. Provides oversight, evaluation, and constructive feedback to ensure consistent standards of care and quality improvement goals are met within assigned clinic setting. Is responsible for ensuring they and their direct reports are following organizational standards and guidelines to meet State, Federal and other regulatory requirements for Quality patient care, and for vaccine management and reporting within the clinic(s). In addition, they support their regional colleagues to provide training and input on clinical support staff performance along with other duties within their Scope of Practice.

ESSENTIAL DUTIES AND RESPONSIBILITIES

1. Per RN/LPN scope of practice will supervise and provide education, training and leadership for other RNs, LPNs, MAs and other non-licensed staff as directed. Will be required to participate in the interviewing and hiring process of new back office clinical support staff; provide orientation and evaluations for new and existing staff members within their clinic(s) who fall into the mentioned categories at routine intervals. Will be primary authorizer on back office clinical staff timesheets, PTO/PST requests. In coordination with HR will be involved in any needed coaching/disciplinary issues and staff performance evaluations. This duty is performed about 10% of the time.
2. Using the written Nursing Protocol set forth by North Country Health Care (NCHC) will be responsible to help ensure timely refill of medications for their assigned location and clinicians. The prescription medications that may be renewed by the nursing protocols are limited to maintenance medications and medications taken on a regular basis. All Scheduled 1 to 5 medications are excluded and may not be included in any nursing protocols. This duty is performed about 5% of the time.
3. Participates in the training and implementation of new policies for in-office procedures, medications (including immunizations) and documentation updates/changes. Assures other back office staff are entering documentation correctly using NCHC and state guidelines. Sets a leadership standard by example implementing the required documentation of medications, injections, treatments into the EHR, and immunizations into the EHR and State of Arizona immunization registry (ASIIS). This duty is

performed about 5% of the time.

4. Assists clinic leadership in developing work schedules and staffing coverage for assigned clinic using guidelines provided for assigned clinic and NCHC policies. This duty is performed about 5% of the time.
5. Oversees back office staff to clean exam and treatment rooms between patients and at close of business day as assists as needed. Assures medical equipment is cleaned and sanitized and maintained per guidelines. Assures all biohazard (red bags, sharps containers, etc.) are emptied, replaced, and prepared for pick up per North County Health Care work practices in the Occupational Exposure Plan Policy, MSDS and safety plan. Maintains all necessary State required reporting. This duty is performed about 5% of the time.
6. Assures all POC (point of care), vaccine refrigerator, data loggers and other equipment logs are accurate and functioning correctly. This duty is performed daily. Notifies the Regional RN Clinical Manager, if repairs or replacement is needed. This duty is performed about 5% of the time.
7. Maintains the supply of stock items in exam and treatment rooms and documents usage so supplies may be replenished proactively. Orders supplies per clinic guidelines and formularies; and maintains inventory and records of those supplies. Check dates on medications and supplies and removes any outdated items from inventory per office protocol. This duty is performed about 5% of the time.
8. As needed, due to capacity issues, will assist clinic health care providers in providing direct patient care; rooming patients, obtaining vital signs, gathering patient history, reviewing patients medications (if any), and reason for seeking care. This also includes capacity needs with telehealth appointments per clinic policy. This duty is performed about 5% of the time.
9. Is able to accept and preform orders from appropriate licensed provider within scope of practice. All orders should be written or standing. Verbal Orders are discouraged outside of emergent/urgent scenarios and should also be written as soon as possible. This duty is performed about 5% of the time.
10. Ensures clinical back office staff are appropriately performing and correctly entering documentation using NCHC, state/federal, and other required regulatory guidelines for all patient care information, such as: patient vitals, in house labs, in house procedures/tests, in house screenings, administered medications (including vaccines) and adverse reactions. This duty is performed about 10% of the time.
11. Prepares and assures accuracy of needed reports and/or logs for vaccine, in-house stock equipment/medication and ?emergency medication pack inventory. Communicates with NCHC pharmacy and clinic manager to provide requested information regarding NCHC medications and other inventory needs. This duty is performed about 5% of the time.
12. Must recognize and respond appropriately to urgent/emergent situations per protocol, perform triage per office procedures, document work processes as required. This duty is performed daily. This duty is performed about 5% of the time.
13. Under the direction of a licensed provider may perform other duties as required: venipuncture, electrocardiograms, wound care, dressing changes, foot exams, removing sutures and staples, ear lavage as needed. This duty is performed about 5% of the time.
14. May assist provider with patient education related to ongoing health care needs: results of labs and radiology reports, diet and exercise, lab results, medication education, education within specific areas of patients health care, e.g. diabetic education. This duty is performed about 5% of the time.

15. May carry out the referral process for patients as requested including prior authorizations for DME and Home Health as needed. This duty is performed about 5% of the time.
16. Adheres to all laws regarding confidentiality including HIPPA, within and outside of the clinic setting. Is respectful and culturally competent with patients and staff members. Follows Employee Handbook and Policy and Procedure guidelines. This duty is performed about 5% of the time.
17. Keeps own work-space clean and tidy and as a team member, assures cleanliness of the common use areas in the clinic. This duty is performed daily. This duty is performed about 5% of the time.
18. Models professional clinical standards, per organizational Standards of Behavior through: a. Regular and predictable attendance b. Continuous learning in both personal and professional development c. Takes responsibility for own actions, including all actions performed under their scope of practice by the State of Arizona and North Country guidelines d. Consistent review, comprehension and reply of company email and related correspondence e. Maintaining state licensure and required ongoing education or examination. This duty is performed about 5% of the time.
19. Assists Clinic Manager in keeping clinic prepared and ready for State surveys. This duty is performed about 7% of the time.
20. Performs other duties as assigned.
 - Regular and predictable attendance.
 - Continuous learning in both personal and professional development.
 - Consistent review, comprehension and reply of company email and related correspondence.

QUALIFICATIONS

To perform this job successfully, an individual must be able to perform each essential duty mentioned satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required.

EDUCATION AND EXPERIENCE

Four year college degree, or equivalent experience resulting in broad knowledge of a field related to the job, such as accounting, marketing, business administration, agriculture etc, plus 2 years related experience and/or training. Or equivalent combination of education and experience.

RESPONSIBILITY FOR FUNDS, PROPERTY and EQUIPMENT

None.

SUPERVISORY RESPONSIBILITIES

Directly supervises 0 subordinate supervisor(s) who supervise(s) a total of 2-10 employee(s). Supervises 2-10 non-supervisory employee(s). Departments supervised by this position include Clinical Support Staff. Carries out supervisory responsibilities in accordance with the organizations policies and applicable laws. Responsibilities include interviewing, hiring and training employees; planning, assigning and directing work; appraising performance, rewarding and disciplining employees; addressing complaints and resolving problems.

COMMUNICATION SKILLS

Ability to effectively communicate information and respond to questions in person-to-person and small group situations with customers, clients, general public and other employees of the organization.

MATHEMATICAL SKILLS

Ability to add, subtract, multiply, and divide in all units of measure, using whole numbers, common fractions, and decimals. Ability to compute rate, ratio, and percent and to prepare and interpret bar graphs.

CRITICAL THINKING SKILLS

Ability to solve practical problems and deal with a variety of known variables in situations where only limited standardization exists. Ability to interpret a variety of instructions furnished in written, oral, or diagram formats.

SUPERVISION RECEIVED

Under general supervision where standard practice enables the employee to proceed alone on routine work, referring all questionable cases to supervisor.

PLANNING

Considerable responsibility with regard to general assignments in planning time, method, manner, and/or sequence of performance of own work; may also occasionally assist in the planning of work assignments performed by others within a limited area of operation.

DECISION MAKING

Performs work operations which permit frequent opportunity for decision-making of minor importance and also frequent opportunity for decision-making of major importance, either of which would affect the work operations of small organizational component and the organization's clientele.

MENTAL DEMAND

Moderate mental demand. Operations requiring almost continuous attention, but work is sufficiently repetitive that a habit cycle is formed; operations requiring intermittent directed thinking to determine or select materials, equipment or operations where variable sequences may be selected by the employee.

ANALYTICAL ABILITY / PROBLEM SOLVING

Moderately directed. Activities covered by wide-ranging policies and courses of action, and generally directed as to execution and review. High order of analytical, interpretative, and/or constructive thinking in varied situations.

USE OF MACHINES, EQUIPMENT AND/OR COMPUTERS

Regular use of complex machines and equipment (desktop/laptop computer and software, road and production machines and equipment, etc.)

ACCURACY

Probable errors of internal and external scope would have a moderate effect on the operational efficiency of the organizational component concerned. Errors might possibly go undetected for a considerable period of time, thereby creating an inaccurate picture of an existing situation. Could cause further errors, losses, or embarrassment to the organization. The possibility for error is always present due to requirements of the job.

PUBLIC CONTACT

Regular contacts with patrons, either within the office or in the field. May also involve occasional self-initiated contacts to patrons. Lack of tact and judgment may result in a limited type of problem for the organization.

EMPLOYEE CONTACT

Contacts of considerable importance within the department or office, such as those required in coordination of effort, or frequent contacts with other departments or offices, generally in normal course of performing duties. Requires tact in discussing problems and presenting data and making recommendations, but responsibility for action and decision reverts to others.

REQUIRED CERTIFICATES, LICENSES, REGISTRATIONS

unrestricted AZ License for RN or LPN

Ability to read and write English and communicate effectively

PREFERRED CERTIFICATES, LICENSES, REGISTRATIONS

Current CPR or able to procure

SOFTWARE SKILLS REQUIRED

Basic: Alphanumeric Data Entry, Human Resources Systems, Payroll Systems, Presentation/PowerPoint, Word Processing/Typing

ADDITIONAL SOFTWARE SKILLS

Not indicated.

OTHER SKILLS

Not indicated.

PHYSICAL ACTIVITIES

The following physical activities described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions and expectations.

While performing the functions of this job, the employee is *continuously* required to talk or hear; *regularly* required to stand, walk, sit, use hands to finger, handle, or feel; *frequently* required to reach with hands and arms; and

The employee must occasionally lift and/or move up to 10 pounds, occasionally lift and/or move up to 25 pounds. Specific vision abilities required by this job include close vision, depth perception, and ability to adjust focus.

ENVIRONMENTAL CONDITIONS

The following work environment characteristics described here are representative of those an employee encounters while performing essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the functions of this job, the employee is *occasionally* exposed to outdoor weather conditions.

The noise level in the work environment is usually moderate.

ADDITIONAL INFORMATION

Not indicated.

More ADDITIONAL INFORMATION

Not indicated.

No reminder has been set to review or update this job description.

Last Modified: 2022-03-21 11:59:53

