

Welsh Mountain Medical and Dental Center
Medical Supervisor
Job Description

POSITION TITLE: Medical Supervisor

POSITION REPORTS TO: Senior Clinical Director/Executive Director

POSITION CLASSIFICATION: Exempt

RESPONSIBILITIES:

Supervises patient care in the ambulatory care setting, to include nursing and reception staff. This includes all procedures, clinic administration, patient flow, patient education, ordering of supplies, adherence to emergency procedures, and infection control. Key staff role in the technological implementation of all components of the medical practice. In coordination with Senior Clinical Director ensures that all medical receptionist and nursing staff protocols, guidelines and policies are maintained and executed within the medical program.

POSITION REQUIREMENTS:

Degree in Registered Nursing with experience in ambulatory care operations. Minimum of 5 years supervisory experience and experience in clinical auditing, budgeting and training. Ability to operate computer systems, including word processing, spreadsheet and health care related computer program(s).

POSITION SUPERVISORY RESPONSIBILITIES:

The position requires supervision of nursing and medical reception staff.

AUTHORITY BOUNDARIES:

Reports to the Senior Clinical Director for daily supervision and work planning. Discharges administrative aspects of clinic operations in conjunction with CEO.

SPECIFIC JOB RESPONSIBILITIES:

1. Assigns and supervises tasks of nursing staff in expediting patient flow, care of patients, recording of patient data for charts and billing purposes, and maintains a system of telephone triage in conjunction with medical staff.
2. Supervises Lead Medical Receptionist in building a cohesive team approach to the care of patients, clinical flow and identification of efficiencies throughout the system.
3. Supervises patient appointments for nursing visits, telephone triage on the nursing line and pharmacy refill inquires and manages systems regarding their care.

4. Maintains accountability in operation of the drug closet and all pharmaceutical relationships.
5. Ensures work schedules for nursing and receptionist staff in coordination with Senior Clinical Director.
6. Performs direct patient care tasks and supervises and trains clinic staff and serves as preceptor for student nurse personnel.
7. Maintains health tracking system(s) and coordinates patient recall systems.
8. Maintains WMMDC presence within Healthy Mothers/ Healthy Babies Coalition, and other committees as determined.
9. Attends all Management Staff functions including but not limited to Management Staff Meetings, Board Retreats and Strategic Planning.
10. Provides leadership for the medical program in integrating new technology including but not limited to software, equipment and an EHR.
11. Oversees the human resource issues which occur within the medical program on a day-to-day basis in conjunction with the Senior Clinical Director and CEO. Includes but not limited to vacation requests, performance reviews, disciplinary action as guided by Center policies.
12. Other duties as assigned.

Language Skills: Ability to read, analyze and interpret common scientific (medical and dental) and technical journals, financial reports and legal documents.

Reasoning Skills: Ability to define problems, collect data, establish facts and draw valid conclusions. Ability to interpret variety of technical instructions in mathematical or diagram form and deal with several abstract and concrete variables.

Physical Demands: The physical demands described here is 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.

While performing the duties of this job, the employee is regularly required to stand; walk; use hands to finger, handle, or feel; reach with hands and arms; climb or balance; stoop, kneel, crouch, or crawl; talk or hear; and taste or smell. The employee frequently is required to sit. The employee must occasionally lift and/or move up to 50 pounds. Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception, and ability to adjust focus.

Travel Requirements: To fulfill the responsibility of this position travel to various areas of the region is required. Employee must have a valid Pennsylvania driver's license and availability of a motor vehicle. Overnight travel might be required in specific incidences of training, conferences, etc.

Approved: August 31, 2010 by WMMDC Board of Directors