

OPEN HEALTH NIVERVILLE

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<i>Effective Date</i> January 1, 2024	<i>Authority</i> NHCSI

POSITION TITLE:	Clinic Supervisor
REPORTS TO:	Director of Health Services

POSITION SUMMARY

Clinic Supervisor role is to ensure efficient day to day operations of the medical clinic in relation to staffing and resources. Performs customer service duties as it relates to the front desk and telephone; assists in all other areas of the clinic as needed.

PRIMARY ACCOUNTABILITIES

1. Works with the Director of Health Services to plan, direct and coordinate the day-to-day functions of the clinic to achieve the highest quality of customer service to the residents of Niverville.
2. With Director of Health Services, recruits, develops and evaluates medical office assistant staff. Conducts regularly scheduled meetings with department staff to review operations and individual performance; communicates expectations; advises on policy or procedure changes; and shares information of general interest.
3. Prepare clinician rooms, ensuring appropriate supplies are available.
4. Programs door schedule to ensure access for patients and visitors.
5. Ensuring lab schedule is updated online and room is sufficiently stocked.
6. Perform front desk coverage as required. Including answering phone calls, directing calls appropriately, making required outgoing telephone calls, scheduling patients with appropriate clinician or clinic professional, greeting visitors, determine purpose of visit and direct them to the appropriate staff or waiting area, and recording patients current height and weight as required/directed by clinician.
7. Performs regular inventory supply check to ensure adequate supplies are available.

8. Assist clinicians as needed with paperwork, correspondence, and software questions.
9. Ensure required instruments are cleaned and ready for use.
10. Manage providers schedules when they are unexpectedly unable to come in by working with front desk staff to reschedule patient appointments.
11. Schedule courier pickups as needed.
12. Receive, follow up, reply and route messages, faxes, mail, emails and documents to the appropriate staff.
13. Maintaining patient confidentiality as outlined by PHIA.
14. Monthly Telus Health EMR extractions.
15. Performs errands such as picking up mail.
16. Takes and distributes minutes from staff meetings.
17. Coordinate monthly drug lunches for clinicians.
18. Books Travel Health appointments as needed.
19. In an emergency, assist appropriately (ie: calling 911, locating first aid kit, etc.) and as directed by clinician.
20. Other duties as assigned by the Director of Health Services.

TECHNICAL COMPETENCIES

- ✓ Practical knowledge and experience in computer systems for business and/or medical clinic applications (Microsoft Outlook, Excel, Word).
- ✓ Aptitude for focusing attention to detail is a requirement.
- ✓ Previous Medical Office experience desired.
- ✓ Experience in dealing with the Public is considered an asset.
- ✓ Minimum of High School diploma or equivalent.
- ✓ English language – knowledge of the structure and content of the English language including the meaning and spelling of words, rules of composition, and grammar. Demonstrated oral and written communication skills.

CORE COMPETENCIES

- ✓ Integrity & Trust Seen as a direct, truthful individual; widely trusted and adheres to a strong set of core values.
- ✓ Accountability Understands the role of leadership; make oneself accountable to manager(s)/ supervisor(s) relating to one's work performance.
- ✓ Service Orientation Knowledge of principles and processes for providing customer and personal service. This includes customer needs assessment, meeting quality standards for services, and evaluation of customer satisfaction.

BEHAVIOURAL COMPETENCIES

- ✓ Interpersonal Skills.... Relates well with all kinds of people, inside and outside the organization.
- ✓ Attention to Detail.... Ensures information, task or assignment is completed thoroughly and accurately.
- ✓ Problem Solving..... Identifies problems and uses logic, judgment, and data to evaluate alternatives and recommend solutions to achieve the desired organizational goal or outcome.
- ✓ Conflict Resolution.... Pursues a variety of approaches to manage and resolve ` concerns, disagreement, and conflict.
- ✓ Time Management Is conscious of time and work quality and how it relates to task completion, through appropriate communication with supervisors, adequately preparing and following through with assignments in a timely manner.