



POSITION DESCRIPTION: *Clinical Manager*

REPORTS TO: Executive Director

DATE: 01/01/21

FLSA: Exempt

Hours: M-F 8a-5p

Primary Responsibilities:

To perform this job successfully, the individual must be able to perform each essential duty satisfactorily (the requirements listed below are representative of the knowledge, skill and/or ability needed). Reliable, consistent and predictable performance of the following job duties is required:

1. Responsible for clinical staffing including:
 - Staff planning
 - Interviewing, hiring, and onboarding
 - Staff and temporary staff scheduling
 - Staff training and development.
 - Staff management including coaching and corrective action if needed.
2. Responsible for bi-weekly timesheet/payroll summary
3. Responsible for creating an outstanding patient experience and delivering excellent customer service.
4. Fosters community collaborations.
5. Creates the staff training manual and regularly updates the manual.
6. Writes and provides annual employee reviews to Executive Director and participates in annual review of clinical staff.
7. Coordinates volunteers and student nurses.
8. Provides system user account access management.
9. Conducts Athena onboarding training.
10. Provides annual employee handbook, policies, and procedure updates to Business Manager as requested
11. Responsible for standing orders
12. Manages medical supply ordering by providing list of purchases to make to Business Manager
13. Manages EMR schedule template.
14. Ensures staff receives appropriate CPR training (every other year)
15. Acts as agency's HIPAA Compliance Officer and ensures annual HIPAA compliance training and agency review.
16. Leads staff meetings in conjunction with the Executive Director and conducts pre-clinic staff huddles.
17. Oversees phone hours management (off and on for closures)
18. Develop school schedules in conjunction with the School and Community Clinic Manager
19. Responsible for building and growing partnerships
20. Oversees Diversity and Inclusion efforts and creating a climate in the clinic where everyone feels heard and respected.
21. Participates in strategic planning with other agency staff
22. Performs other duties as assigned.

Organizational Level: Reports directly to the Executive Director. Has multiple direct reports: (6) Vaccinators, (6) Intake, (6-8) Temporary Vaccinators

Accountability: Must maintain a high level of professionalism while working with staff, patients, and volunteers. Required to work effectively with a diverse group of people. Responsible to maintain clinical and health standards at all times.

Critical Required Skills:

1. Highly resourceful and detail-oriented with excellent organizational and problem-solving skills.
2. Ability to manage multiple tasks concurrently in a fast-paced environment.
3. Communicates effectively.
4. A team builder that appreciates, supports, and encourages teamwork.
5. Ability to motivate others to perform at their best.
6. Ability to work with and teach many different types of people in a mature and professional manner.
7. Gets results and is goal driven.
8. Proficient with technology (Outlook, Excel, Word, etc.), with the ability to use electronic medical record system, scheduling software, and other medical office technology.
9. Capable use of general office equipment (e.g., computers, copiers, calculators, telephones, scanners, etc.).
10. Professional appearance and demeanor to convey positive image to internal and external contacts.
11. Maintaining highest levels of confidentiality.

Experience: A minimum of a two-year nursing degree. RN preferred. Two years' experience running a clinic or similar operation. Supervisory experience required.

Position Constraints: Position may require early morning and/or late evening hours. Significant time and effort spent on planning, guiding, and directing staff and executing on clinic operations for successful performance. Light lifting of deliveries and stock.

I understand that this job description is only a summary of the general nature and essential duties of the job, not an exhaustive or comprehensive list of all possible job responsibilities, tasks, and duties and that the responsibilities, tasks, and duties of my job might differ from those outlined above and that other duties, as assigned, might be part of the job. My signature below verifies/attests my understanding of the job requirements as presented in my job description and that the job description will be reviewed periodically.

INTERESTED?

**Send a resume to Connie Heflin at connie.heflin@supershot.org.
You can contact us at 260-424-SHOT (7468) or visit us on Facebook.**