



# GREATER VALLEY

## HEALTH CENTER

**Greater Valley Health Center (GVHC) recognizes employees are at the heart of our ability to meet the needs of our patients and community. We invite every employee to contribute at the highest possible level. This position description is provided to outline the primary duties, qualifications, and job scope. It is not intended to limit the employee or GVHC to just the work identified. We expect each employee will offer his/her services wherever and whenever necessary to ensure the success of our endeavours.**

It is the policy of this facility to provide equal opportunity to persons regardless of race, religions, age (over 40), gender, disability, veteran, genetic information or any other classifications in accordance with federal, state, and local statues, regulations and ordinances.

Job Title	<b>Medical Clinic Supervisor</b>		
Wage-dependent on experience.	Grade 18	Schedule	M -F
Working hours per week	40		
Reports to (job title)	Clinic Director	Non- Exempt Exempt	Exempt

**Job purpose** *(Why does the job exist? What is it there to achieve or deliver?)*

Under the general supervision of the Clinic Director, ensures smooth operation of the medical clinic through supervision of medical clinic staff. This position is a member of the GVHC leadership team and provides medical clinic oversight; guidance and staff scheduling; reviews and assesses adherence to laboratory, immunization, sterilization and safety standards for GVHC.

**Knowledge, Skills & Experience** *(work experience, qualifications, specialist training, key skills, disposition)*

	Requirements	Essential/Desirable
Qualifications	Requires an associate degree in nursing from an accredited school. A Bachelor of Science degree is preferred	Essential
Experience	Must have a minimum of five years of practice in nursing with increasing responsibility and demonstrated knowledge and experience in nursing practices.  Education/experience in quality management in a health services related field and medical case management is essential to perform the duties of the position	Essential
Knowledge & skills	Knowledge of principles and practices of staff supervision and scheduling.  Knowledge of clinic functions, requirements, standards. Working knowledge of client confidentiality, and the ethical and legal requirements of the profession.	Essential

	<p>Knowledge of nursing practices related to acute and chronic complex medical conditions such as cancer, cardiac disease, pulmonary disease, diabetes, and chronic pain conditions.</p> <p>Knowledge of chronic disease self-management strategies.</p> <p>Skill in developing and utilizing spread sheets. Skill in utilizing electronic medical records.</p> <p>Skill in managing teams and exercising leadership. Computer proficiency required.</p>	
Abilities	<p>Ability to supervise staff, to facilitate a productive work team.</p> <p>Ability to communicate effectively, both verbal and written.</p> <p>Ability to establish and maintain effective working relationships with diverse individuals and groups.</p> <p>Ability to gather and analyze quality data and make appropriate recommendations to the medical care team.</p>	Essential
Special Requirements	Requires a current Montana Driver's License, current RN license in the State of Montana, and BLS Certification	Essential
Attitude & disposition	Strong work ethic, positive, caring, knowledge of cultural diversity and social determinants of health, team oriented. May be requested to perform functions relevant to the position but not listed above.	Essential

**Main Duties and Responsibilities of the Role:** these duties are the essential functions and are not all-inclusive of all duties that the incumbent performs.

Function as part of the primary health care team by providing program guidance and clinical leadership to the ancillary clinical staff in areas such as clinical competency, complex client cases, community resources, care navigation, clinic flow, patient confidentiality, cultural sensitivity, and laboratory standards.

Assists in hiring clinic support staff. Ensures process are followed to prepare for staff orientation and onboarding. Participates in the process as needed.

Supervises clinical support staff identified by the Clinic Director. Supervision will include scheduling, timesheet maintenance, assessment of job performance, resolution of minor conflicts and initial disciplinary activities with concurrence of the Clinic Director and/or CEO. Assess proficiency/competency of medical assistants, and nurses. Provide support and education to achieve standard of care.

Interfaces with GVHC medical providers to maintain proper coordination of support staff to provider ratios. Coordinates staff scheduling to meet minimum and maximum staffing goals.

Work with GVHC leadership team to maintain operational compliance with Operations Site Visit, PCMH, MSSP requirements. Develops and implements training and documentation for those efforts. Works with GVHC leadership team for annual review and revision of policies, procedures, and forms.

Assure proficiency/competency of medical assistants, and nurses.

Attend meetings and conference calls concerning program requirements, community resources and program development. Seeks resources as needed.

Facilitate Clinical Meetings or other meetings identified by Clinic Director. Organize and provide agendas for monthly medical support staff meeting and clinic update meeting as well as collaborating with the medical director for the provider peer review meeting.

Assists in the development and implementation of care navigation and data collection systems for chronic disease and high-risk patients.

Provide oversight of the Vaccine for Children and Immunization Services at GVHC (including managing inventory).

Assure compliance in the clinic setting including HIPAA, privacy, confidentiality, CLIA laboratory, etc..

Maintain provider call calendar and call logs.

Maintain system for ensuring medical supplies are available for efficient clinic operations. Place orders as needed.

Respond to patient complaints and report in Clarity as assigned by Clinic Director.

**Working Environment** (*knowledge of special working practices, breadth of management skill required, customer impact, responsibility, efficiency*)

Work is mainly performed in an office/clinic setting with computer/phone work and moderate noise. Standing, bending, sitting, lifting, walking, stooping required. You may be required to travel to different clinic locations or outreach events.

**Freedom to Act & Decision Making** (*depth of control, supervision received, use of judgement & initiative, analytical ability*)

Work independently to complete tasks; use sound judgment but ask questions if needed; show initiative for work/workflow improvements.

**Communication & Networking** (*liaison with others, type and level of communications*)

Clear and detailed written and/or verbal communication with patients, patient family members, co-workers, and providers is required.

**Finance/Resource Management** (*budgeting, forecasting*)

Responsible for department budgetary requirements for expenses and staffing.

**People Management** (*supervisory responsibility, human relations skills*)

Supervises all medical staff assigned to GVHC.

This job description sets out the duties of the post at the time it was drawn up. Such duties may vary from time to time without changing the general character of the duties or level of responsibility entailed. Such variations are a common occurrence and cannot of themselves justify a reconsideration of the changing of the post.

**Confirmation Section**

.....  
**Employee Signature**

Date:

.....  
**Print name**

.....  
**Supervisor Signature**

Date:

.....  
**Print name**

**CEO:**

**Comments:**

