

Clinical Lead

Job Description



Position Title: Clinical Lead
Reports to: Care Center Leader
Job Status: Full-Time
FLSA Status: Non-Exempt
Positions Supervised: None

Position Summary: Coordinate and oversee activities of the clinic and clinical team members to ensure compassionate, effective and efficient delivery of high-quality clinical care for patients.

Essential Functions:

To accomplish this job successfully, an individual must be able to perform, with or without reasonable accommodation, each essential function satisfactorily. Reasonable accommodation may be made to help enable qualified individuals with disabilities to perform the essential functions.

- Coordinate and supervise the activities of clinical team members engaged in clinical care for patients under the supervision of a Physician or provider for the diagnosis, treatment, and prevention of disease.
- Organize and assign duties and tasks to clinical team members.
- Establish clinical team member work schedules monthly and request Floater(s) from Director of Clinical Operations as needed. Establish physician and Advanced Practice Provider (APP) schedules monthly.
- Monitor daily performance of clinical team members to ensure duties are completed accurately, efficiently, and timely. Monitor and control overtime.
- Review and correct timesheets, review and respond to time off requests and coordinate payroll for clinical team members.
- Evaluate performance of clinical team members and conduct verbal and written performance evaluations after 30 days, 90 days and annually as needed.
- Assist with interviews. Conduct orientation and training on clinical policies and procedures.
- Identify and recommend solutions to clinical team member and office issues or problems.
- Ensure high quality clinical care for patients by reviewing and researching concerns or complaints and recommending corrective action as appropriate.
- Implement or recommend disciplinary action as needed in conjunction with Care Center Leader and Human Resources department. Document all disciplinary action.
- Maintain adequate clinical supplies. Ensure supply purchases are cost efficient and within the budget. Review and approve supply receipts in conjunction with finance team members.
- Ensure clinical equipment remains in operating condition. Ensure crash cart remains up to date and in appropriate operating condition.
- Ensure clinical policies and procedures comply with current state and federal regulations and OSHA and CLIA requirements and regulations. Identify and recommend policies and procedures as needed to ensure quality, compliance, accuracy, and cost efficiency.

- Assist clinical services team members, physicians and APPs with maintaining patient flow to ensure patients are seen timely and efficiently.
- Assist clinical services team members, physicians and APPs as needed by returning patient calls and completing physician and/or APP orders such as medication refills, scheduling referral and/or specialist appointments, performing venipunctures and/or finger sticks, completing laboratory forms and performing other tests such as a urinalysis, strep test, EKG, vision screening, pulse oximetry, etc.
- Serve as a back-up for clinical team members as needed by working as a physician and/or APPs' primary clinical team member due to staffing needs including vacations, illnesses, lunches, etc.
- Assist with or conduct periodic staff meetings with clinical team members.
- Attend clinical meetings and relay pertinent information to clinical team members timely.
- Attend periodic training sessions and meetings pertinent to position.
- Maintain certification or licensure. Maintain CPR certification.
- Maintain excellent communication and effective working relationships with patients, physicians and/or APPs, clinical and clerical team members within the organization and insurance companies, the public and the medical community outside of the organization for continuity of high-quality patient care.
- Maintain effective working relationships with all departments of the organization including, but not limited to Operations, Human Resources, IT, etc.
- Work at different office locations within the organization as needed.
- Perform all other duties as assigned.

Competencies:

- Knowledge of electronic medical record specifically Athena.
- Knowledge of Parachute for DME ordering.
- Has the desire to teach and support others and the ability to adjust teaching style to the learning needs of new and current team members to facilitate successful training and mentoring.
- Knowledge of medical terminology.
- Knowledge of medical office principles, standards, applications, and tests.
- Knowledge of medical office safety, cleanliness and infection control policies and regulations.
- Knowledge of medical office equipment uses and maintenance.
- Accuracy – Ability to perform work accurately and thoroughly.
- Communication – Ability to communicate effectively verbally and in writing.
- Computer Skills – Proficient ability to use a computer and electronic medical record.
- Confidentiality – Maintain patient, team member and employer confidentiality. Comply with all HIPAA regulations.
- Customer Service Oriented – Friendly, cheerful, and helpful to patients and others. Ability to meet patients and others needs while following office policies and procedures.
- Decision Making – Ability to make critical decisions while following policies and procedures of the organization.
- Detail Oriented – Ability to pay attention to the minute details of a project or task.
- Flexibility – Ability to adapt easily to changing conditions and work responsibilities.
- Leadership Skills – Ability to influence others to perform their jobs effectively and to be responsible for making decisions.
- Positivity – Display a positive attitude and is a positive agent for change.
- Teamwork – Work as part of a team and collaborate with co-workers.

- Working Under Pressure – Ability to complete assigned tasks under stressful situations.

Education and Experience:

- High school diploma or equivalent required
- Associate’s Degree or higher preferred
- Medical office experience preferred
- Supervisory or management experience preferred

Certification and Licensure:

- CMA or RMA certification or LPN or RN license required
- Other related certifications and licenses will be considered (i.e. RT(R), MLT, CPhT)

Work Environment:

- Environmentally controlled medical office environment
- Fast paced environment with occasional high pressure or emergent situations
- Work hours subject to office needs to ensure coverage during all hours of operation
- Frequent exposure to bodily fluids
- Possible exposure to infectious specimens, communicable diseases, toxic substances, ionizing radiation, medicinal preparations and other conditions common to a laboratory and medical office environment
- May wear Personal Protective Equipment (PPE) such as gloves or a mask
- Frequent interaction with a diverse population including team members, providers, patients, insurance companies and other members of the public

Physical Demands:

- Frequent sitting, standing, walking, grasping, carrying and speaking
- Occasional reaching, bending and stooping
- Lifting, carrying, pushing and pulling up to 50 pounds, with assistance if needed
- May need to lift or turn patients who are disabled, with assistance if needed
- Frequent use of computer, keyboard, copy and fax machine and phone

CHP has reviewed this job description to ensure that essential functions and basic duties have been included. It is intended to provide guidelines for job expectations and the team member's ability to perform the position described. It is not intended to be construed as an exhaustive list of all functions, responsibilities, skills, and abilities. Additional functions and requirements may be assigned by supervisors, managers, directors, or officers as deemed appropriate. This document does not represent a contract of employment, and CHP reserves the right to change this job description and/or assign tasks for the team member to perform, as CHP may deem appropriate.

Team Member Signature: _____

Date: _____