



Job Title

Front Line Supervisor

Department Administration	Reports To COO	FLSA Status Non-Exempt	Prepared By Human Resources	Approved By COO	Last Modified 04/19/2019
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I. Job Summary

The Front Line Supervisor is responsible to provide direction, oversight, and training to the following departments: central scheduling, registration, referrals, and enrollment staff. Provide the Front Line Staff with the tools for the efficient and effective scheduling of appointments, answer incoming telephone calls from patients, and oversee the enrollment and referral processes for any services adopted by UCHC. Maintain the accuracy, integrity and confidentiality of the patient's medical records. Provide the utmost professional customer service. Holds staff accountable for screening and collecting necessary information to determine a patient's eligibility, demographic information, and third party coverage. Support central scheduling and registration staff in identifying any schedule conflicts and taking appropriate action to ensure smooth patient flows and the highest level of resource utilization possible. In addition, the individual will design, implement and enforce policies and procedures, as well as create efficient and effective central registration processes to ensure accuracy, organizational financial viability and meet customer service expectations. The individual will develop and establish strong business relationships with all site management teams, including central scheduling and central referrals departments. This position requires a strong leader with the ability to prioritize, plan, and direct the department's performance to meet the strategic goals of the UCHC. This non-exempt supervisory position reports to the Director of Operations.

II. Essential Functions

A. Primary Duties

- Direct supervision of Front Line representatives; Registration, Central Scheduling, Referrals, and Enrollment Specialist.
- Providing training and support to staff in order to provide outstanding customer service to internal and external customer.
- Interviewing, hiring, and training employees; planning, assigning, and directing work; appraising performance; rewarding and disciplining employees; addressing complaints and resolving problems.
- Monitoring: Abandonment rate, Average Speed of Answer, Call volume, Average Handle Time (AHT), Average Call Work (ACW) – Wrap up time, and Call Quality.
- Optimize use of scheduling for Enrollment Specialist and creating efficient processes to prevent delays in registration.

- Ensure staff are utilizing applications and systems to their highest potential to allow for reporting and performance monitoring.
- Provide direct clinical supervision staff/interns/volunteers directly, carrying out supervisory responsibilities in accordance with the agency's policies and applicable laws.
- Recruit, interview, hire, and train employees; plan, assign and direct work; appraise performance including documentation; address complaints and resolve problems
- Monitor financial expenditures of program
- Ensure compliance with productivity requirements for supervisees
- Assign and monitor caseloads and related duties, coordinate activities of staff in providing services to individuals and families.
- Assist agency staff members through individual and group meetings in overall professional development, clinical formulation, use of clinical theory and practice modalities, analyzing case problems and improving their diagnostic and helping skills.
- Provide customer service and support to Registration Staff, patients and their families, medical staff, clinical support staff, and all public and professional contacts associated with patient eligibility.
- Responsible for ensuring compliance with all quality assurance, medical records policies and procedures.
- Responsible for development and implementation of protocol, policy and procedures.
- Assist staff with the implementation of departmental goals, policies, procedures, and reporting tools through effective use of performance metrics and financial results.
- Promote a team approach to delivering high quality, cost-efficient care where patient satisfaction and improved health outcomes are the primary goals.
- Coordinate provider, clinical and support staff schedule and the scheduling of patients, recall, and appointment reminders. Monitor patient flow and ensure appointment reflects provider schedule/availability.
- Develop and manage a Call Center to improve patient check-in and flow of calls.
- In conjunction with the Clinical Director and the Director of Clinical Operations work to enhance provider efficiency and, when necessary, assist in resolving clinic-related issues.
- Participate and assist in activities related to auditing by government and health plan agencies.
- Monitor patient satisfaction through various programs such as the formal complaint process, patient survey, etc. and respond according the internal policies and procedures, IPA Grievance procedures and County funded program grievance processes.
- Ensure quality measures, government regulatory and customer service standards are met.
- Ensure all PHI information is maintained in accordance with HIPAA regulations.
- Update and maintain the tracking of Medi-Cal HMO client visits to ensure access and availability standards and utilization standards are met.
- Perform staff evaluations, disciplinary action, ensure annual clinical competency
- assessment are completed according to HR policy and procedures
- Provides guidance, supervises, coaches, counsels, and evaluates clinical managers

B. Staff Development

- Attend and lead monthly (at a minimum) staff/department meetings.

- Arrange monthly staff meetings to educate and train staff and to improve operational efficiencies.
- Provide staff training that was developed or arranged by the corporation.
- Help complete correction action plans, if any, for internal/external audits.
- Enhance health center visibility through community involvement by participating in service and professional organizations.
- Seeks opportunity to collaborate with other agencies in promoting the clinics services.
- Work with enrollment counselors and front office staff to increase UCHC unique patient population. Improve as needed front office check-in and appointment workflows.
- Other duties as assigned by the COO.

III. Organization Expectation

- Adhere to all UCHC Policies and Procedures.
- Conduct self in a manner that represents UCHC core values at all times.
- Maintain a positive, respectful and professional attitude with all work-related contacts.
- Communicate regularly with the officers about work concerns.
- Meet productivity standards and performs duties as workload necessitates.

IV. Education/License/Certification:

- Bachelor's degree in a related field preferred.
- Medical Assistant or Licensed Vocational Nurse experience preferred.

V. Skills and Specifications:

- Must have prior healthcare management experience.
- Customer service oriented and driven.
- Experience with call centers and medical referral processes.
- Knowledge of Federal, State and local funding designated for health services.
- Experience working with clients or patients and staff from diverse socio-economic, ethnic and cultural backgrounds.
- Ability to communicate effectively.
- Bilingual English and Spanish preferred
- Knowledge of public health principles and practices preferred.
- Ability to demonstrate management skills.
- Responsive and action oriented.
- Able to multitask.
- Able to work flexible hours including weekends.

VI. Physical Requirement

- Physical effort which may include occasional light lifting to a 25 pound limit, and some bending, stooping or squatting. Considerable walking may be involved. The ability to sit or stand for extended periods of time is required.
- Flexibility to work in multiple locations throughout the week.
- The physical demands described here are 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 may be required to travel to all UCHC facilities as needed.

Acknowledgement:

I have been given a copy of this position description. I understand that I may be asked to perform job-related duties not listed in the description and that my duties may change at any time, according to the UCHC needs. Nothing in this position description is intended to create a contract of employment of any type. Employment is strictly on an at-will basis.

Name of Employee

Signature

Date