JOB DESCRIPTION

JOB TITLE: Back Office Supervisor LVN
FLSA: NON-EXEMPT

REPORTS TO: Clinic Manager / Nursing Director
GRADE: ______

REVISED DATE: 02/11/2019

LOCATION: ____________________________________

POSITION SUMMARY: The principle function of the Licensed Vocational Nurse/Back Office Supervisor is to provide safe patient care by assisting Clinic Providers with treatments, procedures and clerical duties as defined in the Licensed Vocational Nurse Scope of Practice. The Licensed Vocational Nurse will demonstrate competence in patient care for infants, children, adolescents, and adult patient population. The LVN/Back Office Supervisor will ensure the delivery of quality patient care and efficiency of patient flow. The LVN/Back Office Supervisor will Supervise Medical Assistant Staff LVN’s, and maintain regulatory compliance of all nursing activities by working collaboratively with Nursing Manager and or Clinic Manager.

EDUCATION / QUALIFICATIONS:
- Completion of High School or GED
- Completion of vocational school- LVN training
- Current License to practice in the State of California as an LVN
- A minimum of 3 years of experience in a supervisory capacity
- Ability to communicate well in oral and written English
- CPR/BLS certification
- Phlebotomy Certificate
- Minimum of one year experience in an outpatient setting preferred
- Ability to problem solve and prioritize tasks
- Proven reliability, trustworthiness, flexibility, and high ethical standards
- Ability to handle multiple tasks and work effectively with minimal supervision
- Interest in working with diverse ethnic groups
- Demonstrated ability to treat all individuals with respect
- Successful completion of TCC orientation and 90-day probation period
- Successful completion of clinical competency validation including special care and management of equipment.
- Excellent interpersonal and communication skills
- Demonstrated ability to listen and communicate with others in a professional and caring manner.
- Demonstrated proficiency with Clinic Practice Management System (EPIC) within three months after attending training.
- Proficient Clinical skills – Catherization, Injections, Vitaling, and rooming patients
SERVICE SPEC NETWORK OF CARE

Continually increase system knowledge. Understanding/upholding organization requirements.

Maintain accuracy and meet productivity standards. Work efficiently in Electronic Management System (EPIC). Follow departmental /clinic policies and procedures.

Provide, responsive high quality Customer Service through providing accurate timely, polite communications (verbal & written); to support the mission and vision of The Children’s Clinic; to meet the needs of our customers (patients, families, visitors, team members, supervisors, other staff, external and community partners); our department, and the organization.

SCOPE/ ORGANIZATION RESPONSIBILITY

Contacts: Typically within own department, including patients and families and occasionally externally; exchanges require explanation and interpretation and involves matters possibly sensitive in nature.

Financial Accountability: responsible for personal use of resources, supplies, and materials

Impact of Decisions: Short term decisions, impact usually limited to task related activities and immediate coworkers.

Judgment: Sets priorities for own work within overall guidelines; manages own work flow in cooperation with others.

ESSENTIAL DUTIES AND FUNCTIONS:

1. Performs direct patient care skills as identified by the Medical Assistant Scope of Practice, while maintaining the safety, comfort and privacy of the patient.
   a. Successful completion of clinical competency validation including special care and management of equipment.

2. Collects clinical data and documents finding in patient’s medical record in compliance with standards and systems.

3. Participates as a member of the health care team to carry out plan of care (Health Education, Disease Management, Billing, etc).

4. Greets and escorts patient to the appropriate room.

5. Demonstrates patient care using age-specific interventions for the pediatric and adult patient population.

6. Obtains vital signs and weighs each patient and records information on EPIC/ Electronic Medical Record.

7. Takes medical history, checks information in EPIC for completeness, review medication lists and record patient complaint.

8. Performs vision chart tests as needed

9. Maintains the expiration update on all medications and lab supplies and discard per TCC protocol when
10. Assist the provider in the process of completing procedures related to procurement and processing of diagnostic laboratory specimen samples as ordered by the provider.

11. Prepare patient for and assists provider as needed in examination and treatment of patients providing utmost privacy.

12. Ensures that laboratory results are in patient’s medical record before appointment and contacts laboratory if results are not in the chart.

13. Document care in medical record vital statistics and other pertinent data in standardized format per clinic procedures. Maintains strict patient confidentiality in accordance with adopted HIPAA policies.
   a. Demonstrated proficiency with Clinic Practice Management System (EPIC) within three months after attending training

14. Reports significant physical findings to provider and documents finding in EPIC.

15. Acts as a patient advocate in order to provide care which is in the best interest of the patient’s health at all times.

16. Conducts specified in-house laboratory test in accordance with TCC procedures as needed.

17. Ability to perform Veni-puncture to obtain blood specimen, knowledge of specimen requirements and supplies utilized for specimen collection. (Follows Laboratory Guidelines for Collection Requirements)

18. Dress wounds and incisions, interpret physician’s instructions to patients, assist with emergencies, and perform related tasks under the supervision of the staff nurse or physician.

19. Assists in the maintenance of various medical, laboratory, medication, and quality improvement logs.

20. Assist with clerical and front desk duties as needed.

21. Cleans and sterilizes instruments and equipment per infection control policy methods.

22. Assures cleanliness of all exam rooms after each patient visit.

23. Consistently applies infection control policies and procedures.

24. Order supplies and restock exam rooms and lab as needed.

25. Give injections, as well as oral medical and inhalation treatments under the supervision of the staff nurse with proper documentation.

26. Assist in compiling statistics to be used and presented to staff, board members, community members and funding agencies as requested by supervisor.

27. Participates in orientation and development of students and/or new staff as assigned.

28. Attends and participates in meetings, committees, and training sessions as directed supervisor.

29. Knowledge of Special Programs, such as CHDP, Family Pact, CCS, PPP, EAPC, MLK, HWLA, as well as knowledge of Medical, Medicare, IPA’s, HMO’s, PPO’s and Private Insurances to insure
usage of correct coverage for ancillary services as needed.

30. Assist the billing department to collect necessary information for timely claim submission. Willingness to perform clinic support duties such as; medical records, patient registration, referrals, operator/appointment scheduling.

31. Knowledge of completion of CHDP forms and Family Pact applications and activation via internet.

32. Other duties as assigned by Supervisor, Manager, and/or Lead.
   a. Willingness to perform clinic support duties such as; medical records, patient registration, referrals, operator/appointment scheduling.

33. Successful completion of TCC orientation and 90-day probation period.

Additional Responsibilities

- Maintains regulatory compliance of all back office/nursing activities (i.e. Logs, QC’s, and Nursing Stock Meds) and oversees compliance at designated site.
- Reviews time clock punches and timesheets for accurate submission to payroll.
- Coordinates clinic Orientation of new employees (regular, externs, temporary) – Performs staff competencies and annual competencies as coordinated with Nurse Manager/Clinic Manager.
- Delegates to and follows up with Medical Assistants and Licensed Vocational Nurses to accomplish smooth and efficient patient flow through clinic.
- Provides support to the Clinic Manager in the evaluation process where it pertains to Medical Assistants and Licensed Vocational Nurses and their respective clinical skill, competency and quality of care.
- Works as a team player, and be willing to assist other members in other duties within his/her capabilities and aids the clinic team in providing quality efficient patient care.
- Maintains open communication with other clinic staff.
- Maintains professional demeanor and excellence in customer service consistently with patients, caregivers, clinicians, and staff.
- Evaluates minimum competency of MAs in the following areas annually at Site in collaboration with Clinic Manager/ Nursing Manager:
  1. Vitals.
  2. Injections Technique
  3. Vaccine Dosages
  4. Audiometry
  5. Snellen
  6. Obtaining Specimens such as urine and blood
  8. Completion of CHDP forms according to age.

- Carries out Supervisory responsibilities in accordance with the organization’s policies and applicable laws.
- Assist the Nursing Manager/Clinic Manager at all sites in the preparation of audits by various agencies.
- Delegate’s tasks and responsibilities to back office staff on a daily basis as needed to ensure efficient flow of operations.
- Serves as a point of contact for Back office staff with questions, issues or patient related conflicts, when unable to address issues independently brings them to the attention of Clinic Manager/ Nurse Manager.
- Oversee staff compliance with designated work, schedules and break times.
- Oversee day to day operations of Back Office at designated Site.
Additional Responsibilities (continued)

- Willingness to perform clinic support duties such as: medical records, patient registration, referrals, operator/appointment scheduling.
- Willingness to commit to goals and mission of TCC.

Physical Demands: Frequent standing, walking; handling; eye-hand-foot coordination. Frequent typing, pulling, pushing, and reaching. Occasional sitting when charting, completing forms and lab requests, transcribing orders and reading reports; driving automobile; climbing/balancing on step stool to reach supplies/equipment in cupboards/cabinets; climbing stairs; occasional stooping; kneeling, crouching, crawling, running, and reaching. Continuous use of corrected vision; depth perception, wide field vision and color vision. Continuous use of auditory, olfactory and tactile senses. Occasional pulling to 150 pounds; pulling to 250 lbs with 1 to 2 man assist; lifting to 150 pounds; carrying up to 25 pounds.

Technical Requirements: Frequent use of medical and laboratory equipment, telephone system and office equipment i.e. keyboard, typewriter, computer, printer, FAX machine, copier, and general office supplies. Occasional use of wheelchair, gurney and other patient assisted devices for transfers.

Mental: Duties require attention to detail, alertness, problem solving, tolerance to stress and exercising sound judgment. Also requires mathematical ability, scientific logic, abstract thinking and intuitive sense.

Communication Demands: Frequent talking to public clinic staff and patients. Talking on telephone; training/giving instructions; receiving instructions and writing composing written language (English). Ability to work with diverse individuals and target groups such as mentally-ill, alcohol and substance abusers and homeless individuals.

WORKING CONDITIONS:

Indoor office setting. Space is limited, air conditioned environment. Occasionally required to be outdoors for travel, and can be exposed to variable weather conditions. Occasional inter-clinic travel. Occasional exposure to noise, moisture, noxious odors and gases. Occasional exposure to dust, dirt, cold, biological and chemical agents.

Work hours: 8 hour work days with variable/flexible hours depending on project needs. Overtime may be required.

EMPLOYEE:___________________________________________ DATE: _____________________

SUPERVISOR: __________________________________________ DATE: __________________

HUMAN RESOURCES CHIEF: ____________________________ DATE: __________________