Clinic Supervisor

The Achievable Foundation (aka “Achievable”) is a nonprofit Federal Qualified Community Health Center whose mission is to provide high quality, integrated care to individuals with intellectual and developmental disabilities, their families, and other vulnerable populations.

**JOB SUMMARY**

Under the direct supervision of the Operations Manager, the Clinic Supervisor is responsible for serving as a nursing team leader to coordinate the activities of the medical assistants, optimize workflows, deliver patient care, and excellent customer service.

**ESSENTIAL FUNCTIONS AND RESPONSIBILITIES**

- Provide guidance to Medical Assistants by identifying problems and appropriate solutions.
- Assist with the completion of Medical Assistant competencies and medical equipment training.
- Provide second verification for vaccine and medication administration per policy and procedure.
- Conduct monthly inspection of the emergency kit and assist in medical emergencies.
- Conduct monthly inspection for any expired medications or supplies and order medical supplies in a timely manner.
- Act as the Vaccine Coordinator for the Vaccine for Children program.
- Assist with audits conducted at The Achievable Foundation.
- Effectively manage patient and clinical workflows.
- Provides education to patient/families in a culturally sensitive and appropriate manner.
- Maintain point of care test quality controls and vaccine temperature logs.
- Collect blood and other specimens for testing and submit completed lab requisitions.
- Assist provider as needed during the examination and treatment of the patient.
- Follow proper protocols for cleaning contaminated areas as well as for handling and disposing of bio hazardous materials.
- Clean and sterilize equipment and consistently adhere to infection control policies and procedures.
- Administer immunizations and medications per policies and procedures.
- Answer incoming telephone calls in a prompt and courteous manner, and handle each call appropriately.
- Accurately obtain and enter all essential information needed to complete a scheduled appointment.
- Schedule patient appointments, verify insurance, and update all relevant patient information using an EHR system.
- Accurately obtain and route messages for department personnel.
- Provide accurate and consistent information regarding the services at The Achievable Foundation.
- Provide translation services when needed.
- Provide front office coverage by performing duties such as greeting, verifying eligibility, and checking-in when needed.
- Assist with medical record request from doctor offices, specialist, hospitals, and other agencies when needed.
QUALIFICATIONS

- Must hold a current RN license in the State of California.
- Must possess current BLS/CPR card.
- Must possess strong interpersonal skills and must have the ability to problem solve effectively and make independent judgement.
- Ability to serve as a role model for professional conduct and practice.
- Ability to establish and maintain strong working relationships.
- Ability to delegate to others.
- Ability to conduct trainings in a group and one-on-one.
- Ability to serve as a resource to providers, medical assistants, and support staff of Achievable.
- Ability to assess medical assistant competencies.
- Ability to administer immunizations and accurately log lot numbers, expiration dates, and doses.
- Strong skill sets in point of care testing (i.e. Snellen, audiometry, fingerstick, venipuncture).
- Ability to speak and write in English and Spanish.
- Ability to document information consistently, timely, and accurately.
- Ability to relay provider instructions to patients and/or caregivers.
- Ability to address sensitive issues with tact and diplomacy.
- Ability to work with a diverse population coming from various socio-economic backgrounds and abilities.
- Must have good working knowledge of computer applications and have the ability to type at a moderate speed.
- Ability to maintain patient confidentiality and adhere to HIPAA regulations.
- Ability to understand and adhere to The Achievable Foundation policies and procedures.
- Knowledge of an electronic health record strongly preferred.

PHYSICAL DEMANDS

While performing the essential functions of this job, the incumbent must be able to do the following:
- stand for extended periods;
- sit for extended periods;
- bend and reach for filing and other job-related functions;
- climb up and down stairs;
- bend, stoop, and lift to move and retrieve materials;
- pull, push, and lift;
- reach both above and below shoulder height. Specific visual abilities include close vision, color vision, depth perception, and the ability to adjust focus. Must be able to visually inspect work.
- Manual dexterity to operate computer and other office equipment required.

Interested candidate should send cover letter and resume via email to employment@achievable.org. Please be sure to include the job title in the subject line.