



Job Description

Position Title: LVN Clinic Manager
Department: Medical
Position reports to: Medical Director

Position Summary:

Assists the Medical Director (MD) in the operation of the Clinic. In conjunction with the MD, the LVN Clinic Manager oversees/supervises the performance and productivity of clinical staff (MAs/LVNs). Ensures efficient clinical workflow is maintained by overseeing productivity of clinical staff, provides ongoing clinical support, patient/peer education, and works within the organization by interacting well with patients, clients, staff members and providers. Has the authority to execute decision-making under the guidance of the MD.

Responsibilities:

- Complies with organizational policies and procedures
- Participates in the Continuous Quality Improvement Committee
- Assist with implementation of PMS and Electronic Health Record (EHR)
- Ensures correct documentation and recording of all pertinent information in the patient's chart in compliance with Clinic policies, contract requirements and government regulations
- Participates in preparing for facilities and programmatic audits
- Monitors all laboratory/equipment logs as required by program and funding guidelines
- Demonstrates a thorough knowledge of infection control procedures; strictly adheres to policies and procedures
- Observes Infection control techniques (i.e. including hand washing) of clinical staff (MAs/LVNs) and ensures timely documentation and submission of educational efforts with clinical staff (MAs/LVNs)
- Monitors strict adherence to universal precautions as established by the Center for Disease Control and Prevention, Occupational Safety and health Administration, DHS/OA.
- Ensures clinical staff observe, record and report to providers patient/client condition and reaction to medications and treatments
- Monitors staff compliance to dress code and badge policy at all times in patient/client care areas
- Assists management team in recruiting and hiring of appropriate staff
- Assigns workloads, develops priorities, and establishes work schedules necessary to ensure timely and accurate completion of tasks
- Establishes accountability and performance goals and provides counseling, coaching, feedback, recognition, training, and development of clinical staff (MAs/LVNs)
- Performs yearly appraisals and develops performance objectives, resulting in the growth and development of direct reports
- Attends and actively participates in all team and staff meetings
- Participates in and develops daily huddle opportunities
- Communicates regularly and effectively with MD about patient flow issues and participates in improvement efforts



- Monitors supplies and coordinates with the Office Manager for the procurement of medical, office supplies and equipment to ensure the availability of adequate equipment and supplies required to provide patient care services
- Supports and participates in meetings and training seminars to continue education, knowledge, skills and professional competence of the LVN Clinic Manager and clinical staff (MAs/LVNs)
- Provides therapeutic patient care within scope of practice in accordance with the plan of care developed by the patient and provider
- Enhances patient visits with provider by providing ongoing education to patients regarding treatments, disease processes, health maintenance and medication adherence
- Provides regularly scheduled patient group educational opportunities on various topics to be conducted in general meeting areas (i.e. including patient waiting room)
- Gives oral, intradermal, subcutaneous, intramuscular, topical medications, and treatments as ordered by provider
- Assists providers with exams and treatments as needed
- Facilitates the efficient flow of the walk-in process by, within scope of practice, monitoring patient's condition by observing signs, symptoms and reactions to treatments/therapies to identify unexpected and/or significant findings
- Initiates appropriate emergency procedure and communicates with the providers/MD
- Reports to the MD any unusual occurrences in a timely fashion
- Develops and ensures adherence to the clinic staff (MAs/LVNs) schedule, monthly assignments and Accountable MA assignments
- Ensures cleanliness of nursing area, patient room and proper functioning of equipment by visual inspection, routine testing and other methods
- Promotes, ensures and improves customer service to patients and staff by demonstrating skills which are consistent with the organization's values
- Utilizes effective verbal and non-verbal forms of communication

Qualifications/Requirements:

- Cultural and linguistic competency and diversity sensitivity
- Ability to manage priorities, workflow, and multiples tasks in an ever-changing environment
- Versatility, flexibility, willingness, and enthusiasm in a rapid pace environment
- Attention to detail
- Ability to work independently and as a member of various teams and committees
- Strong interpersonal and communication skills
- Ability to understand and adhere to established policies, procedures, and protocols
- Strong charting/documentation skills
- Experience and education – Minimum one year supervisory experience in a medical office, clinic, or other health care facility. High school graduate or GED equivalent; BA/BS or equivalent experience; completion of Board of Vocational Nursing and Psychiatric Technicians licensure
- Bilingual (English/Spanish) strongly recommended
- Must possess current CPR certification
- Strong clerical/administrative skills including computer skills
- Current California driver's license and legally required automobile insurance