

Job Posting



Position Title: Clinic Supervisor

Department: Clinic

Supervises: Patient Services Representatives

FLSA: Non-Exempt

Reports To: COO

Effective Date: 9/2021

Written by: Human Resources Department

Approved by: CEO

Mission Statement: It is our mission to improve the quality of life for the diverse communities of South Los Angeles and Southeast Los Angeles County by providing affordable and comprehensive health care and education in a welcoming and multi-cultural environment. We aim to lead the way in health care in South Los Angeles, as the premier provider and employer of choice offering comprehensive, high quality, affordable, efficient, and culturally responsive services.

General Summary:

The Clinic Supervisor will train patient services staff on functions of financial screening/eligibility for all programs in conjunction with the billing department; ensure that patients are processed in a timely and accurate manner; actively participate in patient flow committee; provide monthly work schedules to staff; conduct performance management and evaluations for staff; stay abreast and implement various program changes; compose and submit reports as needed/required; attend trainings, workshops and seminars.

Summary of Essential Duties: (*Essential Functions)

- Responsible for all functions of Patient Services including intake, intake, financial screening/eligibility
- Responsible for selecting, orienting, training, assigning, scheduling, coaching, counseling, and disciplining employees; communicating job expectations; planning, monitoring, appraising job contributions; recommending compensation actions; adhering to policies and procedures
- Train staff on all programs, including PPP, EAPC, CPSP, Family Pact etc.
- Performance management including evaluation and discipline of staff
- Enforcement of personnel policies regarding rules of conduct, attendance, dress code, etc.
- Monitor clinic flow and works with Clinic Director, lead MA, and providers to ensure that patient move effortlessly through the clinic
- Active member of patient flow committee and attend meetings as scheduled
- Review and render determination on PSR grievances
- Active involvement in the planning and improvement of systems in all areas under responsibility
- In conjunction with the Clinic Manager, coordinate audits and ensure compliance with all contractual and regulatory mandates
- Work on special projects when directed by supervisor or member of senior administrative staff
- Respond swiftly and professionally to supervisor and administration regarding issues and concerns with front office personnel and systems
- Performs management including evaluation and discipline of staff
- Maintain Medical Record integrity that meets all Federal HRSA, State and County Health Department, and all other governmental and public/private audit requirements
- Maintain and keeps updated on all HIPAA and patient medical record privacy practices, including preparation and implementation of all patients medical record privacy notifications.
- Develop and revise procedures to facilitate work of the department and coordinates changes with all other departments.

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- Comply with mandatory meetings, health evaluations, certifications, and other credentialing requirements

Job Specifications: *(Knowledge, skills, abilities and experience normally required for competent performance)*

Education and Knowledge

- AA Degree or equivalent work experience required
- BA Degree or equivalent work experience preferred
- High School Diploma required
- Require knowledge of office equipment, medical terminology, customer service, and some medical billing experience.
- Demonstrate knowledge of safety, infection control & emergency policies and procedures
- Knowledge of internet

Experience

- Must have minimum 1-year prior supervisory experience required, preferably in a clinical setting, including effective customer service methods
- Medical billing experience and knowledge of medical terminology preferred

Skills and Abilities

- Must be able to communicate effectively, in English/Spanish both verbally and written
- Excellent written, oral and customer service skills
- Excellent organizational, and project management skills
- Positive interaction with patients, visitors and staff
- Ability to adjust to fluctuating work volume
- Effective completion of schedules to optimize patient needs

Licensure and Certifications

- None

Financial Responsibility and Authority:

- None

TO APPLY: Send cover letter & resume to Human Resources at hr@scfhc.org or fax to (323) 432-4877

Deadline: Open until filled

<https://recruiting.paylocity.com/recruiting/jobs/All/325da02f-904e-426b-ab73-f734fa9906c9/South-Central-Family-Health-Cent>