



LVN Clinic Supervisor – Back Office

Full Time, Exempt

MISSION

Kheir's mission is to increase and provide access to culturally and linguistically-sensitive quality primary healthcare and human services support to the underserved and uninsured residents of Southern California.

ASSIGNMENT SUMMARY

The Nursing Supervisor (LVN) will be responsible for overseeing day-to-day operations of the health centers for the efficient coordination, management of workflow, and safe provision of quality patient care. This position will also support the medical providers and oversee the implementation of existing/new services under the direction of the Clinic Manager. The Nursing Supervisor will be responsible for the supervision of back office staff and will be required to oversee hiring, training and disciplinary actions as needed. The Nursing Supervisor will report to the Clinic Manager.

MINIMUM QUALIFICATIONS

- Current California LVN license, CPR certification
- Minimum 5+ years of LVN experience
- Minimum 3+ years of leadership/supervisory experience
- Excellent communication skills--written and verbal.
- Ability to use tact, discretion, and sensitivity when interacting with patients
- Excellent interpersonal skills
- Experience in community clinic environment a plus
- Proficiency in Korean or Spanish language required.

RESPONSIBILITIES

- Responsible for supporting that the health center is in compliance with established performance metrics
- Takes a leadership role in the management of back office workflow to ensure efficiency and effectiveness
- Acts as a role model in providing care
- Ensures that all back-office staff performs in compliance with organizational policies related to PCMH clinical and administrative guidelines
- Participates in all QI/QA projects, activities, and initiatives. Recommends areas of improvement

- Collaborates with onsite leadership to provide front-line support in addressing immediate patient needs and/or complaints
- Mitigates, manages and communicates all significant clinical findings to providers as needed
- Responsible for hiring, counseling, evaluating and terminating Medical Assistants
- Leads ongoing training and review of MAs from orientation to regular updates of EHR, documentation, procedures, protocols, MA skills & performance abilities using designated evaluation tools
- Assists providers and MAs in examination/procedure rooms, as needed
- Assesses workflow of back office MA staff and schedules accordingly, covering absences, illnesses, and breaks
- Provides feedback and observations to Management for corrective actions, as needed
- Other duties as assigned

Kheir Clinic provides equal employment opportunities (EEO) to all employees and applicants for employment without regard to race, color, religion, sex, national origin, age, disability or genetics. In addition to federal law requirements, Kheir Clinic complies with applicable state and local laws governing nondiscrimination in employment in every location in which the

company has facilities. This policy applies to all terms and conditions of employment, including recruiting, hiring, placement, promotion, termination, layoff, recall, transfer, leaves of absence, compensation and training.

Kheir Clinic will consider for employment all qualified Applicants, in a manner consistent with the requirements of applicable state and local laws, including the City of Los Angeles' Fair Chance Initiative for Hiring Ordinance.

Please note that this job description is subject to change to meet the needs of Kheir Clinic.