

COMMUNITY HEALTH PARTNERS, INC.

The Community Health Partners (CHP) believes that each employee makes a significant contribution to our success. That contribution should not be limited by the assigned responsibilities. Therefore, this position description is designed to outline primary duties, qualifications and job scope, but not limit the employee nor CHP to just the work identified. It is our expectation that each employee will offer their services wherever and whenever necessary to ensure the success of our endeavors.

Job Title: Administrative Supervisor
Position Rating: Non-Exempt
Effective Date: 12/2021
Reviewed By: Director of Clinical Operations

JOB SUMMARY: Functions as the supervisor of the administrative team under the general supervision of the Clinic Director. Ensures patient access and accurate collection of patient information required for federal grant and revenue collection through the effective supervision of the administrative team and interdepartmental collaboration.

JOB RESPONSIBILITIES:

Supervisory Duties:

Develops and retains a qualified team that provides high quality, patient-centered care at maximum efficiency.

Sets Specific, Measurable Expectations

1. Leads by example by working towards the mission, vision, and strategic goals.
2. Follows CHP policies and procedures, and ensures employee compliance.
 - a. Understands personnel policies, is able to consistently apply them to employee scenarios.
 - b. Communicates policies accurately and appropriately.
3. Understands and accurately communicates job expectations in a specific, measurable way.
4. Coordinates with the Front Office Trainer to ensure appropriate staff training (and re-training, as needed) occurs.

Gives Feedback

1. Recognizes positive team contributions:
 - a. Communicates appreciation for a behavior and connects it to the mission, vision or strategic goals.
 - b. Documents above and beyond contributions (at both the individual and team level).
2. Addresses nonperformance in a timely, effective manner:
 - a. Utilizes the coaching steps to engage the employee in their own performance improvement.
 - b. Documents coaching sessions appropriately.
 - c. Utilizes progressive disciplinary measures when appropriate, with support from the HR Manager and/clinic director.

Staff Development

1. Ensures appropriate new staff training is scheduled with the Front Office Trainer.
 - a. Makes a “connection” with all new staff, introduces management team, pertinent team members.
 - b. Reviews overall training schedule, clarifies any location specific expectations (using the CHP FAQ sheet).
 - c. Ensures safety training is completed.
 - d. Devises plans for any supplemental and/or remedial training needed. Follows up accordingly.
 - e. Schedules new employees for NEO.
2. Identifies developmental opportunities for staff members and schedules them.
3. Completes employee evaluation sessions in an effective, timely manner.
 - a. Discusses employee strengths, and areas for improvement, as well as future goals.
 - b. Supports employee in pursuit of future goals.
 - c. Completes documentation and routes it to HR in a timely manner.

Fosters open communication: ensures employees have information, input, and influence.

1. Openly listens to employee concerns and actively works to resolve them.
2. Communicates pertinent information to staff members in a timely manner.
 - a. Holds appropriate meetings.
 - b. Uses meeting time wisely.
 - c. Assesses meeting effectiveness and efficiency. Makes changes accordingly.
3. Establishes and communicates team goals with respect to processes, outcomes and the metrics thereof.
4. Solicits feedback from team members in making changes, when appropriate.

Safety/Risk management

1. Ensures all staff receives safety training and annual refresher and reports safety incidents to the clinic director.
2. Informs HR Manager immediately of any harassment, discrimination, work comp or disability issues

Operational Duties

1. Works with clinic director to manage and improve daily office processes in alignment with strategic goals, quality improvement initiatives and PCMH criteria.
2. Acts as liaison to finance officer for front desk operational issues and works across departments as representative of front desk to accomplish clinical goals.
3. Coordinates flow of patients by ensuring schedules are in order along with adequate staffing to ensure seamless patient visits.

4. Sets up monthly provider schedules in computer system according to clinical requirements and guidelines.
5. EHR Super User.
6. Participates in problem solving and continuous quality improvement (E2) and risk management activities by applying LEAN principles, engaging in Patient Centered Medical Homes and working to implement patient centered communication skills.
7. Performs other administrative duties as requested by the management team.
8. Ensures efficient execution and oversight of the billing, medical records, and front desk duties:

Billing Duties

1. Responsible for billing procedures which include reviewing insurances and slide accuracy, compiling charges for patient visits, collecting and entering daily payments and submitting accurate data to CHP billing main office.
2. Answers inquiries and correspondence relating to patient billing in a timely manner.
3. Maintains pleasant, professional atmosphere in working with patients, physicians, and other clinic personnel and the general public.
4. Files reports, documents, and other paperwork properly.
5. Records all payments according to CHP policies and procedures.
6. Maintains records accurately and assists with quality assurance and statistical data compilation.
7. Balance daily activity/cash drawer and bank deposits.
8. Provides support to other areas as needed.

Medical Records Duties

1. Prepares appropriate patient information and forms required for clinic documentation and front office operations.
3. Prepares copies of medical records for requested releases.
4. Requests and receives records from outside providers as required.
5. Provides primary telephone coverage and scheduling of appointments.
6. Obtains daily ER Records and inpatient discharge summaries and provides to appropriate medical staff.
7. Scans all necessary documents into patient charts, following the protocol of within 24 hours.
8. Provides support to other areas as needed.

Front Desk Duties

1. Acts as information source to clinic visitors, staff and patients.
2. Greets and receives patients and initiates visit by gathering relevant financial documentation and personal information. Generates encounter forms.
3. Coordinates daily flow of patients being seen.
4. Monitors patient waiting status in waiting room; assists patients as needed.
5. Provides support to other areas as needed.
6. Further the mission of CHP through active support of the strategic goals.

Additional Responsibilities:

1. Document priority established admin workflows for use in training.
2. Monitor, via reports and chart audits, adherence to established admin workflows and outcomes on key performance indicators, including but not limited to:
 - a. Live answered phone calls
 - b. Scanning completion and accuracy
 - c. Patient information completion and accuracy
 - d. Assists supervisors to create individual performance improvement plans for admin employees
 - e. Support the provision of initial and follow up training to new admin employees, both working at front desk and in pod teams as well as re-training as necessary.
3. Follows oral and written instructions.
4. Communicates effectively in writing and orally.
5. Other duties as assigned by clinic manager.
6. Understand and adheres to HIPAA regulations.
7. Ability to report to work as scheduled and work a flexible schedule when needed, which may include travel to other sites.

Skills and Attitudes

1. Experience working with limited resource population.
2. Ability to work with grace under pressure.
3. Ability to work in a team and to share responsibilities and duties.
4. Ability to resolve interpersonal conflict in a straightforward and timely manner.
5. Ability to set priorities, be organized, detail oriented, and be a self-starter.
6. Ability to be friendly, empathic, and an adept communicator.
7. Ability to treat both staff and patients with respect.
8. Ability to receive feedback graciously.
9. Ability to navigate technology efficiently .
10. Ability to gracefully accept and respond to feedback.

Essential Physical Requirements

	Occasionally (1%-33% of day)	Frequently (34%-66% of day)	Continuously (67%-100% of day)
Sitting			X
Standing	X		
Walking		X	
Speaking/Hearing			X
Seeing			X
Hand/Wrist Work (ie. Keyboarding)			X
Pushing/Pulling		X	
Fine Manipulation			

Reaching		X	
Bend		X	
Kneel	X		
Squat	X		
Climb	X		
Lift 1-10 lbs	X		
Lift 11-20 lbs	X		

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

JOB QUALIFICATIONS:

Education:

High School Graduate or equivalent

Experience:

Office experience required, preferably in a health care facility.

Personal computer and word processing experience required.

I have read the job description above and had any questions answered.

Name: _____ Date: _____