



Experts in Orthopedic Care

## CLINICAL SUPPORT SUPERVISOR

### POSITION SUMMARY

Supervises workload and activities of clinical support staff associated with assisting physicians with examination and care of clinic patients. Works collaboratively with physicians to facilitate patient care and physician efficiency.

### ESSENTIAL FUNCTIONS

- Supervise workload and activities of clinical support personal staff in order to maintain workflow
- Maintain patient confidentiality
- Develop, maintain, and ensure OSHA and safety compliance for staff, providers, and patients.
- Continuously review policies and procedures and update as required
- Instruct and ensure clinical support staff are adequately and appropriately trained
- Communicate with staff to determine needs, goals, and necessary changes in systems or policies
- Recommend various personnel actions including, but not limited to, performance appraisals, vacation schedules, hiring, terminations, promotions, and assignments
- Responsible for the training of new hires
- Manage hours worked by staff and approve requested time off
- Develop and ensure appropriate levels of customer service including resolution and disposition of patients concerns and complaints both in person and over phone
- Coordinate appropriate coverage for providers within clinic and provide coverage, as needed
- Perform other responsibilities associated with this position as deemed appropriate.

### GENERAL COMPETENCIES DESIRED

- Ability to set priorities, identify and resolve problems effectively and efficiently
- Strong communication and organizational skills for managing workflow, follow-up on patient care, and anticipating the needs of the patients and physicians
- Ability to demonstrate reliability and maintain confidentiality
- Ability to deal with people who are injured
- Flexible to work with any physician or other allied health provider
- Exceptional customer service skills
- Strong team building and conflict resolution skills

### PHYSICAL DEMANDS

Requires full range of body motion including handling and lifting patients, manual and finger dexterity and eye-hand coordination. Involves standing and walking. Occasionally lift and carries items weighing up to 30 pounds. Requires normal visual acuity. Requires working under stressful conditions or working irregular hours. Requires exposure to communicable diseases or bodily fluids.

### CREDENTIALS DESIRED

Associates Degree required and at least three years of related medical experience supporting physicians (Bachelor's Degree and/or three years supervisory experience in a medical setting preferred). Must possess a clinical related certification such as: CMA, LPN, RT(R) or ATC. LPN, RT(R) or ATC must have a valid Florida license or eligible.