



Job Announcement

Health Center Supervisor

ASPIRE ACHIEVE INSPIRE

Are you passionate about making a difference in the lives of others?

Are you interested in diminishing health disparities?

If so, "Achievable" is the place for you!

The Achievable Foundation (aka "Achievable") is a nonprofit Federal Qualified Community Health Center whose mission is to provide high quality, integrated care to individuals with intellectual and developmental disabilities, their families, and other vulnerable populations.

Salary: \$65K - \$75K, DOE

Benefits: medical, dental, vision, chiro, life insurance (100% for employee) EAP and 403B Retirement Plan

POSITION SUMMARY

Under the direct supervision of the Chief Operations Officer (COO), the Health Center Supervisor is responsible for supervising and coordinating the activities of the medical assistants and front office, ensuring optimal workflows, delivery of patient care, and excellent customer service. This work will be done while using principles of trauma informed care and embracing a Justice, Equity, Diversity, Inclusion + Belonging (JEDI +B) lens.

ESSENTIAL FUNCTIONS AND RESPONSIBILITIES

- Manages medical assistants and front office schedules, performance reviews, coaching, approval of timecards (bi-weekly), etc.
- Promotes a team approach to delivering quality services to patient.
- Handles patient complaints and collaborates with other department supervisors, as needed, to resolve patient issues
- Ensures front desk and clinical staff collect, verify, and update patient demographic and insurance information during the registration and visit process
- Ensures sterilization, medication, AIC, crash cart, OC for glucose, refrigerator, and oxygen tank logs are accurately maintained and relevant logs are properly maintained.
- Ensures supplies, medication, forms and equipment are ordered and in stock.
- Ensures that employees are aware of and adhere to company workflows, procedures, and policies.
- Oversees Vaccines for Children (VFC) program.
- Provides front office coverage by performing duties such as greeting, verifying eligibility, and checking-in of patients, as needed.
- Assists with medical records request from doctor's offices, specialist, hospitals, and update all relevant patient information using an EHR system.
- Provides education to patient/families in a culturally sensitive and appropriate manner.



- Monitors patient satisfaction through various avenues such as formal complaints, patient survey, etc.
- Monitors and analyze provider's schedule and scheduling of patients.
- Works to enhance provider satisfaction and assist in resolving provider related issues, in conjunction with the Chief Medical Officer (CMO) and COO.
- Collaborates with COO, CMO and QI Manager to develop, implement and track operational plans to improve and meet health center performance goals.
- Assists with the coordination and implementation of quality improvement activities in conjunction with the QI Manager.
- Conducts and assists with internal and external audits and ensures that any audit findings are addressed appropriately.
- Participates in relevant meetings, trainings and collaborative activities.
- Other duties as assigned.

QUALIFICATIONS

- 3-5 years' experience in healthcare or medical setting.
- 2 years of supervisory experience.
- Experience in a community Health Center, preferred.
- Experience in a Federally Qualified Health Center (FQHC), a plus.
- Must possess strong interpersonal skills and must have the ability to problem solve effectively and make independent judgement.
- Ability to serve as a role model for professional conduct and practice.
- Ability to establish and maintain strong working relationships.
- Ability to delegate to others.
- Ability to conduct trainings in a group and one-on-one.
- Ability to serve as a resource to providers, medical assistants, and support staff of Achievable.
- Ability to speak and write in English and Spanish preferred.
- Ability to document information consistently, timely, and accurately.
- Ability to address sensitive issues with tact and diplomacy.
- Ability to work with a diverse population coming from various socio-economic backgrounds and abilities.
- Must have good working knowledge of computer applications and have the ability to type at a moderate speed.
- Ability to maintain patient confidentiality and adhere to HIPAA regulations.
- Ability to understand and adhere to The Achievable Foundation policies and procedures.
- Knowledge of an electronic health record strongly preferred.

Learn more about how Achievable meets the special needs of children and adults with developmental disabilities by viewing the link [Achievable video](#) or by visiting our website at www.achievable.org

Interested candidate should send cover letter and resume via email to employment@achievable.org. Please be sure to include the job title in the subject line.

Achievable is an Equal Opportunity Employer

10-2023
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