Community Health Alliance of Pasadena (ChapCare)
Job Description

Position Title: LVN Clinical Support Supervisor
Department: Medical
Reports To: Director of Nursing
Directs: LVN Regional Supervisor/Trainer, Licensed Vocational Nurses, Certified Medical Assistants, Medical Assistants
EEOC: Professional
FLSA Status: Exempt
Salary Range: TBD

Summary
The LVN Clinical Support Supervisor reports to the Director of Nursing and works in conjunction with other interdisciplinary teams. The LVN Clinical Support Supervisor will provide clinical guidance and provide oversight of all clinical sites to ensure high quality nursing care, compliance with clinic policies, and regulatory requirements. The LVN Clinical Support Supervisor serves as a nursing team leader working in conjunction with Director of Nursing to help develop and coordinate the activities of the Licensed Vocational Nurses, Certified Medical Assistants, and Medical Assistants.

ChapCare’s Expectations of all Employees
- Adheres to all of ChapCare’s Policies and Procedures.
- Conducts self in a manner that represents ChapCare’s core values at all times.
- Maintains a positive and respectful attitude with all work-related contacts.
- Communicates regularly with his/her immediate supervisor about Departmental and ChapCare concerns.
- Consistently reports to work prepared to perform the duties of the position.
- Meets productivity standards and performs duties as workload necessitates.

Essential Duties and Responsibilities:
- LVN Clinical Support Supervisor reports to the Director of Nursing.
- Provides direct nursing care; nursing visits, gather patient data for providers, TB Readings and patient education (Insulin teaching, glucometer teaching, BP machine, pulse ox, etc.) when needed.
- Oversee the Daily Staffing requirements for all sites.
- Ensure that all Outreach supplies are ordered and prepared prior to the Outreach event.
- Responsible for completing clinical staff scheduling and timesheet approval for all clinical support staff.
- Oversees all clinical staff training and retraining; and supports the LVN Supervisor/Trainer’s onboarding process through the assignment of competent nursing staff.
- Responsible for employee competency, evaluation and performance review of nursing staff reporting to the position.
- Monitors sites by regularly visiting all sites on a monthly basis and ensuring that staff are compliant with ChapCare’s protocols.
- Assist in quality assurance and quality improvement programs in the nursing areas.
- Monitors compliance with clinic policies, and regulatory requirements.
• Provides oversight of cost-effective ordering of medical supplies for all sites.
• Applies evidence-based healthcare practices and nursing standards.
• Provides oversight of vaccine management of VFC/VFA certification/recertification for sites.
• Participates in the planning, development, delivery, evaluation, and systems improvement process of the delivery of patient care; recommends changes as needed.
• Coordinates with the LVN Regional Supervisor/Trainer regarding audit preparation, staffing issues, employee schedules, equipment maintenance, and supply inventory.
• Identifies training needs of staff and collaborates with the Director of Nursing to develop and implement appropriate training programs and opportunities to ensure a skilled and knowledgeable staff.
• Oversees and participates in site internal and external audits (Lab audit, Health Plan audits, etc.) at all sites.
• Actively participates in Medical Chart Review and helps compile data in a meaningful manner for audits and reports.
• Oversees clinical performance measure maintenance as it pertains to the nursing team.
• Oversees the respiratory FIT testing for employee and participates when needed.
• Assists in planning and running of in-prompt to medical and vaccine clinics.
• Attends all staff functions as required by the Director of Nursing.
• Oversees and actively participates MyChart messages for all sites.
• Helps coordinate and deliver staff presentations and training.
• Oversees that an optimal operating environment is adhered to that assures effective, efficient, safe operation of the clinic and respond to the patients’ and clinicians’ needs.
• Supports and participate in continuing education and other appropriate experiences to improve professional competence.
• Performs functions, duties, and services in compliance with regulatory agencies, contractual obligations and funding sources such as CHDP, EWC, Medi-Cal, FPACT, and Managed Care.
• Oversees the maintenance of records/documents in accordance with clinic nursing policies and procedures, contractual obligations, regulations, and funding sources. Implements policies and procedures to ensure nursing practices are in full compliance with governmental regulatory requirements.
• Communicates effectively with all levels throughout all clinics by consistently utilizing and facilitating effective strategies to encourage collaborative problem solving and decision-making.
• Communicates effectively with direct reports the goals and strategic plan of the clinic and medical team. Creates and maintains effective interpersonal relationships with all employees; keeps employees informed of changes which may affect the work environment.
• Performs employee counseling and is responsible for employee disciplinary actions with input from the Director of Nursing or the LVN Regional Supervisor/Trainer when needed.
• Oversees employee annual reviews in conjunction with the LVN Regional Supervisor/Trainer.
• Oversees that all reportable conditions have been reported accurately as indicated by the Department of Public Health.
• Provides leadership and updates to clinical staff during Department Meetings.
• Communicate appropriately and tactfully with staff, consultants, patients, patient family members, and community members to reduce conflict and increase satisfaction whenever possible.
• Work with Director of Nursing, and CCO to create, implement, and enforce clinical protocols and procedures.
• Ensures staff is compliant with all regulatory agencies such as OSHA and HIPAA.
Other

- Maintains working knowledge of community clinic operations through reading, participation in seminars and other educational opportunities and personal contacts/professional memberships in the field; ensures timely completion of continuing education required to maintain licensure.
- Participates as a member of the site’s management team; promotes the clinic’s goals and philosophies to staff; participates in committees; and actively cooperates with others in support of the clinic’s goals.
- Communicates appropriately and tactfully with staff, consultants, patients/clients, significant.

Secondary Duties

- As a supervisor, the incumbent may be expected to assume responsibility for projects, outside of daily responsibilities.
- May perform any or all the duties of a registered nurse.
- Performs related duties as assigned by clinicians or supervisor.

Position Requirements:

To perform effectively in this position, the incumbent must have:

- Must be a graduate of an accredited school of nursing with a current and valid Licensed Vocational Nursing (LVN) license. Licensed to practice in the state of California.
- Minimum of 3-5 years’ experience.
- Be able to travel from site to site. Travel, generally within the Greater San Gabriel Valley and/or Greater Los Angeles, may be required on an occasional basis.
- Current CPR certification required.
- Bilingual (English/Spanish) preferred.
- Three years supervisory experience in an outpatient family practice, internal medicine, or pediatrics clinic, preferred.
- Working knowledge of direct outpatient care and management methods and practices in a community clinic setting or similar health care facility and manage clinic nursing services to achieve the delivery of efficient, quality patient care services. Prior experience in a similar setting is preferred.
- Knowledge of local, state, and federal regulations relating to care of patients in a clinic setting; and prior experience with county, state, and federal programs such as CHDP, FPACT, EWC, Medi-Cal, and Managed Care is preferred.
- Knowledge of common safety hazards and precautions sufficient to establish a safe work environment.
- Demonstrated ability to perform assigned responsibilities with minimum supervision; to maintain quality control standards; to interpret, adapt and apply guidelines and procedures.
- Skill in identifying problems and recommending solutions in a clear, concise, and proactive manner, including recognition and resolution of errors.
- Strong verbal and interpersonal skills sufficient to make presentations.
- Ability to develop and maintain cooperative relationships with staff members, patients and clinicians and work as a member of a multi-disciplinary team.
- Proficient computer skills and experience with electronic health records, preferred.
- Demonstrated ability to follow set routines and be alert to variations and make decisions accordingly.
- The flexibility to deal effectively with changes in work schedules and sites.
- Demonstrated ability to set priorities and organize work responsibilities to ensure completion of assigned tasks.
within agreed upon time span.

- General computer skills in Microsoft Office programs (Word, Excel, etc.).
- Requires excellent analytical, problem-solving, organizational abilities, and strong team building skills.
- Current California driver’s license and State-required insurance when using personal vehicle on clinic business and a driving record acceptable to the organization and/or its insurance carrier.
- Demonstrates sensitivity to relate well with individuals from diverse cultures and lifestyles.
- The incumbent must be able to perform this job safely, without endangering the health or safety of him/herself or others.

**Physical Activity:** Performs all or some of the following tasks during the workday: standing and walking much of the day; reading, writing/typing, speaking, listening and sitting. May occasionally lift/carry items weighing up to 25 pounds. Will perform duties requiring a full range of body motion including handling and lifting patients.

**Equipment Used:** Standard office equipment such as telephone, computer, printer, fax, and copy machine. Will be required to visit other clinic or community locations via personal vehicle or public transport on an occasional basis. If working in patient care, the incumbent will use various personal protective clothing and equipment and utilize the full range of items associated with medical care in an outpatient clinic. The employee must be able to perform this job safely, without endangering the health or safety of him/herself or others.

While performing the duties of this job, the employee may be required to drive to all ChapCare facilities as needed. Travel, generally within the Greater San Gabriel Valley and/or Greater Los Angeles, may be required on an occasional basis.

Community Health Alliance of Pasadena (ChapCare) is an Equal Opportunity and Affirmative Action Employer encouraging diversity in the workplace. All qualified applicants will receive consideration for employment without regard to their race, color, creed, religion, ancestry, national origin, sex, sexual orientation, gender identity, age, disability, marital status, family responsibilities, pregnancy, genetic information, veteran or military status.

This job description is a summary of duties which you as an employee are expected to perform in your assignment. It is by no means an all-inclusive list, but is merely a broad guide to expected duties. As an employee you should understand that a job description is neither complete nor permanent; it can be modified at any time. Also, at the request of management, any employee may be asked and expected to perform additional duties, responsibilities, or project without notice.

**ACHKNOWLEDGEMENT OF RECEIPT**

I have reviewed this job description and understand that my supervisor can answer any questions I may have about what is expected of me in this position.

Employee Name: _____________________________________________________________

________________________________________________________ Date

________________________________________________________ Employee Signature