**Appendix C1:**

**Job Description: School-Based Health Center Clinic Supervisor**

**As a Clinic Supervisor for a School-Based Health Center, you will have the unique opportunity to work at the top of your skills in providing critical and seamless support to a team of school-based professionals providing comprehensive medical, sexual health, behavioral health, health education, and youth development services to children and youth.**

**Major Areas of Responsibility:**

**Staff Supervision**

* Administratively supervises all SBHC staff, including front desk staff, Medical Assistants, medical and behavioral health providers. Coordinates the efforts of subcontractors and other agencies within the SBHC. Assists with the hiring and training of new staff, subcontractors, interns and volunteers. Reviews, evaluates and develops improvement plans for staff and initiate remedial instruction for staff observed to need retraining.
* Participates in relevant meetings, trainings, and collaborative activities. Plans and facilitates regular, effective site-level staff meetings.

**Operational Support**

* Ensures coverage of absences on a daily basis. Performs tasks in absence of key staff or as workload demands.
* Facilitates smooth clinic flow and communications between all departments.
* Ensures compliance with existing policies and procedures and works with SBHC department leadership to revise and develop new policies and procedures.
* Ensures the maintenance of a safe and functional clinic environment, including facilities, equipment, custodial services and information technology.
* Seeks to maximize third party revenues through appropriate provider scheduling, efficient clinic flow and outreach.
* Works with leadership to establish and monitor site budget, including revenue, expenses, and variance.
* Works with leadership to support fund development for maintaining and expanding services. Monitors and coordinates site-based grant deliverables, and helps to prepare/submit reports required by funders in an accurate and timely fashion.

**School and Community Partnerships**

* Acts as liaison to school administration, teachers and school service staff. Creates and maintains good working relationships with the schools and community organizations/service providers that partner with the School-Based Health Center.
* Conducts outreach to students, families, school staff and broader community regarding services provided and student health needs. Actively seeks involvement of youth and families in health center planning and youth development activities.
* Acts as liaison evaluation team. Oversees program evaluation efforts to ensure that quality, culturally competent care is delivered to youth.

**Patient Experience**

* Advocates for patients by responding to complaints, supervising appointment tickler system, and providing patient letters.
* Collaborates with leadership to maintain high standards of care and customer service.

**Minimum Job Requirements**

**Knowledge**

* **Administration and Management**: Knowledge of business and management principles involved in strategic planning, resource allocation, human resources, leadership technique, and coordination of people and resources.
* **Language**: Knowledge of the structure and content of the English language including the meaning and spelling of words, rules of composition, and grammar.
* **Patient Service:** Knowledge of principles and processes for providing patient services. This includes customer needs assessment, meeting quality standards for services, and evaluation of patient satisfaction.
* **Clerical:** Knowledge of administrative and clerical procedures and systems such as word processing, managing files and records
* **Personnel and Human Resources:** Working Knowledge of principles and procedures for personnel recruitment, selection, onboarding, performance management and training.
* **Health Technology:** Working knowledge and experience with NextGen, Practice Management System and Microsoft Office software

**Abilities**

* Ability to deal courteously and effectively with stakeholders and maintain good working relationships with other staff
* Ability to create a budget, documenting revenue and expenses preferred
* Ability to solve practical problems and deal with a variety of concrete variables in situations where only limited standardization exists.
* Ability to interpret a variety of instructions furnished in written, oral, diagram or schedule form.
* Ability to tell when something is wrong or is likely to go wrong. It does not involve solving the problem, only recognizing there is a problem.
* English/Spanish proficiency preferred but not required.

**Experience and Other Certifications**

* 2-3 years progressively responsible work in an urban community health center, including direct services to low-income and immigrant patients
* Bachelor’s degree or medical/dental assistant certification with additional 3 years of experience preferred
* Cultural competence working in diverse/low income communities
* Experience working with school-based health centers, on a school campus, or in an adolescent health care setting strongly preferred.
* Supervision experience strongly preferred

Add salary info??