

Millennium Job Description: **CLINICAL TEAM LEAD**

**Reports to: Practice Supervisor**

***Position Philosophy/Summary***

The Clinical Team Lead will report directly to the Practice Supervisor and will lead the efforts of the clinical side of the practice. The Clinical Team Lead will support the daily operations of the practice to ensure a smooth, office workflow and will also have responsibility for assisting with clinical/back-office tasks.

The Team Lead will support the facility’s goals as it relates to effective scheduling of staff to manage patient flow, along with ensuring that all associates are providing a superior patient experience and building a team culture of trust and respect. They have responsibility in communicating, training and providing regular feedback to all assigned staff regarding production and professionalism as it relates to the appropriate and efficient care of the patient. They will work in collaboration with the Practice Supervisor to manage other tasks, as assigned, to ensure the practice is running at highest level of efficiency and effectiveness.

***Essential Duties and Responsibilities***

* Supports the daily operations of the practice to ensure a smooth, office workflow.
* Assists in ensuring appropriate staffing levels by handling call outs, need for re-scheduling, PTO/time off requests, etc.
* Assists with medical assisting duties, patient triage, and other back-office duties when needed (within scope of practice).
* Supports office staff by being available for all staff during day-to-day operations.
* Assists Practice Supervisor with rounding on staff and collaborates on development of goals/metrics for staff performance.
* Completes regular follow-ups on practice performance items such as buckets, TOS, provider scheduling management, Care Gaps.
* Ensures office staff in all locations adhere to MPG processes including, but not limited to AIDET and offering patient phone surveys.
* Assist all New Hires with onboarding ensuring NH has log in information and quiet workstation, with regular check in with NH periodically to address any issues. Coordinate additional training after new hire completes orientation week.
* Review Care Gap reports, TOS collections reports, etc. and discuss concerns with Practice Supervisor and Practice Manager. Watch over quality reports and ensure that all chart prep is completed daily.
* Answers phones in high volume periods and helps address patient complaints or concerns.
* Monitors Athena Buckets and assists when needed in dropping claims.
* Oversees facility in terms of inventory and supply control; for instance, overseeing exam/waiting rooms and lab/nursing area are stocked and sanitized. Orders medical and office supplies.
* Responsible for scheduling/ordering ancillary services.

***Required Knowledge and Experience***

* Clinical Certification (LPN, CMA, RMA). Clinical Certifications must be kept current to maintain the position.
* 1-2 years direct healthcare experience of similar scope

***Required Skills and Abilities***

**Communication**: Ability to read and interpret documents such as safety rules, operating and maintenance instructions, and procedure manuals. Ability to write routine reports and correspondence. Ability to speak effectively to patients, staff, Providers and other employees of the organization.

**Reasoning Ability**: Ability to apply common sense understanding to carry out instructions furnished in written, oral, or diagram form. Ability to deal with problems involving several concrete variables in standardized situations. Utilizes conflict resolution skills to mitigate staff disagreements with expectation to build team culture and collaboration.

**Computer Skills:** Proficiency with EMR systems and software applications, including Microsoft Office Suite. Athena knowledge preferred.

**Physical Demands:** 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.

While performing the duties of this Job, the employee is regularly required to stand; walk; use hands to handle or feel; reach with hands and arms; climb or balance; talk or hear and smell. The employee is occasionally required to sit and stoop, kneel, crouch, or crawl. The employee must frequently lift and/or move up to 10 pounds and occasionally lift and/or move up to 25 pounds. Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception and ability to adjust focus.

**Work Environment:** The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. The noise level in the work environment is usually moderate depending on the business activity at the office.

**Receipt and Acknowledgement**

I acknowledge and understand that:

* Receipt of the job description does not imply nor create a promise of employment, nor an employment contract of any kind, and that my employment is at-will.
* The job description provides a general summary of the position in which I am employed, that the contents of this job description are job requirements, and, at this time, I know of no limitations which would prevent me from performing these functions with or without accommodation. I further understand that it is my responsibility to inform my supervisor at any time that I am unable to perform these functions.
* Job duties, tasks, work hours and work requirements may be changed at any time.
* Acceptable job performance includes completion of the job responsibilities as well as compliance with the policies, procedures, rules and regulations of the Home and the Corporation.
* If there are certifications, registrations and/or licensures required specifically for this role or if you acquire them during tenure in the position (i.e. BLS, CPR, CMA, etc.) they must be kept current to maintain the position.
* I have read and understand this job description.

Print Employee Name: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Employee Signature: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Date: ­­­­­­­­­­­­­­­­­­­­­­­\_\_\_\_­­­­­­­­­­­­­­­­­­­­\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_