



**POSITION ANNOUNCEMENT
MEDICAL SUPPORT STAFF TEAM LEADER**

Status: Full Time

Date: May 2020

POSITION SUMMARY:

Leads medical support staff team in providing high quality and efficient patient care and serves as a role model, coach, or mentor to medical staff. Consults with Medical Support Team Manager on to assure patient needs are met.

REQUIREMENTS:

1. LPN with a minimum of three years as an LPN; or two years as an LPN with general supervisory experience preferred.
2. Graduate of an accredited school of nursing.
3. Minimum of a valid Licensed Practical Nurse license.
4. Valid CPR license.
5. Completes annual education requirements
6. Must have ability to learn using Electronic Health Records; must have strong computer skills.
7. Excellent verbal and written communication skills.
8. Must have exceptional interpersonal communication skills.
9. Must be able to effectively resolve conflicts.
10. Performs all job responsibilities in full compliance with all applicable laws, rules, regulations, policies and procedures.

RESPONSIBILITIES:

Patient Care, Clinic Flow, and Team Leadership

1. Responsible for assisting providers and clinic staff as needed.
2. Assumes lead role in coaching and mentoring medical support staff which may include disciplinary action.
3. Trains medical support staff during on-boarding of new hires to include a buddy system, departmental tour, emergency explanations, basic nursing and medical expectations, procedures, and on EHR system and chart completion.
4. Assists Medical Support Team Manager with performing departmental in-services.
5. Works at maintaining a good rapport and a cooperative working relationship with physicians, departments, and all staff.
6. Works closely with the Medical Support Team Manager to supervise daily clinic flow.
7. Greets patients, families, and providers in a courteous, friendly, and professional manner.
8. Demonstrates knowledge of the principles of growth and development over the life span

and the skills necessary to provide care appropriate to the age of the patients served. Must also interpret data about the patient's status, in order to identify each patient's age-specific needs and provide the care needed by the patient group.

9. Addresses and supports cultural practices will be addressed and supported, if such practices do not harm others or interfere with the planned courses of medical therapy.
10. Maintains and always ensures patient confidentiality.
11. Serves as Superuser for CareSouth's Electronic Medical Record.

Administration and Quality Assurance

12. Assists with observing medical support team staff and provides timely performance feedback and performance reviews.
13. Implements and enforces policies, procedures, and standards to assess, evaluate and meet the needs of the patient.
14. Provides interpretations of Care South's policies to fellow licensed practical nurses, certified medical assistants, patients, and the community.
15. Aids in enforcing, observing, and developing an effective, ongoing program to measure, assess and improve the quality of nursing care delivered to patients.
16. Assists the Medical Support Team Manager in overseeing the department's quality and performance improvement program interfaces with and supports the clinic operations department quality and performance improvement program.
17. Ensures clear, concise and current written policies and procedures are available to assist the medical support staff and minimize risk factors.
18. Enforces compliance with policy and procedure, as applicable.
19. Serves as a member of professional staff committees in matters pertaining to nursing issues regarding patient care, as assigned.
20. Fully participates and cooperates with CareSouth's compliance program.
21. Maintains regulatory requirements, including all state, federal, and NCQA/FQHC regulations.
22. Represents the organization in a positive and professional manner.
23. Attends committee, CQI, and management meetings as directed.
24. Resolves staff concerns with the Medical Support Team Manager and medical support staff.
25. Complies with all organizational policies regarding ethical business practices.
26. Performs other duties as assigned.

APPLICATION PROCEDURE:

Please submit a completed employment application found at www.caresouth.org/jobs or the HR office, resume, and credentials via email to jobs@caresouth.org or deliver to the HR office. CareSouth is an EOE.

CLOSING: Until filled.