

Practice Supervisor

Reports to: Medical Director

Required Schedule: As the Practice Supervisor for the clinic, the supervisor is required to be present at the clinic during the hours of the operation. The supervisor may also need to be available during some weekdays/evenings to complete certain tasks and/or address, occasionally, unexpected urgencies and time-sensitive issues.

Tasks include:

- The Practice Supervisor is cross-trained across 3 functions: Administrative Assistant, Medical Assistant and Schedule Coordinator but is not expected to handle phlebotomy-related tasks.
 - Generate Patient Roster Appointment Schedule.
 - Establish a schedule for Administrative Assistants.
 - Confirm volunteers' availability for specific dates and hours.
 - Oversee the scheduling of all volunteers for clinic's operation two months in advance. This schedule must be maintained for the time period of two months ahead from current date.
 - Provide appropriate supervision and backup of clinical staff:
 - Oversee the operations of the clinic's operation.
 - Ensure there is appropriate clinical and non-clinical staffing during clinic's hours of operation.
- Implement manual for "FAHC Practice Fusion (EHR) Downtime Procedures".
- Volunteer Orientation and Policy Manual implementation:
 - Maintenance of Records/Confidentiality and Personnel Files: A system of records needs to be maintained on each volunteer with the FAHC, including dates of service, positions held, certificates of training or licensure, duties performed, and awards received.
 - Reactivate "inactive" status volunteers.
 - Infection Control Practices: Address and document any non-compliance or concerns.
 - Emergency Preparedness Procedures: Handle questions concerning guidelines and implementation.
 - Inclement Weather/Emergency Closing: Notify all patients and volunteers of the clinic's unexpected closing.
 - Conduct Annual Evaluation of Volunteer Performance.
 - Conduct Volunteer Review at his/her discretion or at the request of a volunteer.
- Clinic's Supply Inventory:
 - Ordering and reordering of clinic supplies (gloves, wipes, etc.)
 - Update the clinic's Supply Inventory List.
 - Researching free patient educational material sources/options.
 - Reordering of brochures for patient's educational material (free educational brochures examples: diabetes, smoking etc., UVMHC HAP and FAP information).