

**INGHAM COUNTY
JOB DESCRIPTION**

**COMMUNITY HEALTH CENTER SUPERVISOR
COMMUNITY HEALTH CARE SERVICES**

General Summary:

Under the direct supervision of the Chief Operating Officer, Community Health Care Services, this position is responsible for administrative and clinical oversight, program development, and budget management for Community Health Center operations. The Community Health Center Supervisor must ensure that programs operate in compliance with local, state and federal standards, policies and guidelines, and grant contract conditions.

Essential Functions:

1. Supervises personnel, including hiring, orienting, performance evaluation, and discipline.
2. Oversees and completes competency assessments. Coordinates annual proficiency evaluations of personnel.
3. Creates and facilitates performance improvement activities, including improvement initiatives, patient satisfaction, unit performance, and safety activities.
4. Assesses staff productivity. Ensures adequate and efficient workflow. Addresses areas that are lacking.
5. Ensures that appropriate supplies, pharmaceuticals, equipment, patient communication systems, referral systems, and patient support systems are in place and properly utilized.
6. Supervises staff compliance with departmental policies and procedures.
7. Monitors provider schedules and collaborates with other departmental staff to assist in adjusting support staff, as needed, to meet provider demands.
8. Works with other departmental staff to ensure appropriate support systems for patients, such as translation, transportation, patient phone management, on-call services, etc.
9. Participates in the development of measurable objectives within the health center.
10. Assists in developing and implementing quality assurance standards.
11. Prepares statistical, technical, and administrative reports. Collects and analyzes data to ascertain and evaluate program effectiveness. Coordinates collection of data for grant application completion.

12. Assists in the preparation of the health center's annual budget and monitors budget for adherence.
13. Collaborate activities with other agency staff and programs, including Public Health Services, Ingham County Sheriff's Office, Lansing School District, Michigan State University, Lansing Community College, dental schools, Sparrow Health Systems, and Ingham Regional Medical Center.
14. Develops and maintains contacts with local, state, and federal agencies that provide or receive funding and/or programmatic guidance for programs within the health center or where collaboration exists in patient care and service.
15. Attends internal and external meetings, as designated.

Other Functions:

- Performs other work duties as assigned.
- During a public health emergency, the employee may be required to perform duties similar to, but not limited to, those in this job description.

(The above statements are intended to describe the general nature and level of work being performed by people assigned this classification. They are not to be construed as an exhaustive list of all job duties performed by personnel so classified.)

Employment Qualifications:

Education: A Bachelor's Degree is required. A Master's Degree is preferred. Prefer coursework as it relates to a degree in Business, Social Services, Health Care Administration, Public Health or related field.

Experience: A minimum of 3-5 years of experience in a county health department, hospital, primary health care setting or other health care organization working directly with medical providers, patients, and community organizations, including the direct supervision of staff.

Other Requirements: A working knowledge of word processing, spreadsheet and database applications is required.

(The qualifications listed above are intended to represent the minimum skills and experience levels associated with performing the duties and responsibilities contained in this job description. The qualifications should not be viewed as expressing absolute employment or promotional standards, but as general guidelines that should be considered along with other job-related selection or promotional criteria)

Physical Requirements:

- Ability to sit, stand, walk, bend and stretch in order to retrieve supplies and operate standard office equipment.
- Ability to lift, hold and carry objects weighing up to 25 pounds.

- Ability to communicate and respond to inquiries both in person and over the phone.
- Ability to operate a PC/laptop and other office equipment.
- Ability to handle varying and often high levels of stress.

(This job requires the ability to perform the essential functions contained in this description. These include, but are not limited to, the requirements listed above. Reasonable accommodations will be made for otherwise qualified applicants unable to fulfill one or more of these requirements)

Working Conditions:

- The work environment is a typical office setting.
- Safe work practices in regard to office equipment, avoiding trips/falls, and fire regulations are required.



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