

## UW HEALTH JOB DESCRIPTION

### Clinic Administrative Supervisor

<b>Job Code: 542009</b>	<b>FLSA Status: Exempt</b>	<b>Mgt. Approval: A. Buys</b>	<b>Date: November 2023</b>
<b>Department: Across the System</b>		<b>HR Approval: S. Whitlock</b>	<b>Date: November 2023</b>

### JOB SUMMARY

The Clinic Administrative Supervisor provides supervision of administrative staff within a clinical setting. This role is responsible for ensuring the effective operation of the day-to-day activities of the staff in the clinic, including planning, organizing, scheduling, training, staff development, and monitoring workload. This role may be responsible for coordinating department-level purchasing, preparing department budget reports, and maintaining departmental policies and procedures. In addition to the duties outlined above, the Clinic Administrative Supervisor is also responsible for measuring and communicating the clinic efficiency metrics to leadership.

### MAJOR RESPONSIBILITIES

- Supervise the daily operations of administrative staff: direct, train, and coordinate staff, review employee performance, and apply UW Health work standards to daily operations.
- Serve as an escalation point for patient issues and questions. Assist scheduling staff with complex and disgruntled patient /employee situations requiring intervention from a higher authority.
- May provide expertise in schedule template build and review and assist other staff in learning this process. May develop, coordinate, and implement physician schedules. Monitor existing templates and maintain daily schedules for resources.
- Recommend and implement guidelines and workflows for the department, focusing on continuous process improvement and waste elimination.
- Oversee the education of staff, including new employee orientation, competency assessments, and ongoing education programs across all areas of responsibility. Identify focus areas for competency assessments. Provide training opportunities to address areas highlighted by these assessments.
- Monitor policy and procedure updates to identify updates that are applicable to team members. Apprise staff of changes.
- Coordinate with clinic leadership on scheduling issues and workflow changes.
- Assist staff with the implementation of changes; monitor and analyze the impact of change.
- Participate in the hiring and selection of candidates for employment.
- Coordinates all payroll activities for the department.
- Ensures adequate coverage for identified areas of responsibility.
- Perform other duties as assigned.

**ALL DUTIES AND REQUIREMENTS MUST BE PERFORMED CONSISTENT WITH THE UW HEALTH PERFORMANCE STANDARDS.**

### JOB REQUIREMENTS

Education	Minimum	High School Diploma or equivalent
	Preferred	Bachelor's degree in Healthcare, Business Administration, or other business-related field
Work Experience	Minimum	Three (3) years of progressive leadership responsibilities with experience working in healthcare
	Preferred	Supervisory experience in Access Services, Registration, Patient Accounting, or Clinic Operations
Licenses & Certifications	Minimum	
	Preferred	
Required Skills, Knowledge, and Abilities		<ul style="list-style-type: none"> <li>• Knowledge of basic patient care principles and practices</li> <li>• Thorough knowledge of computer systems and the ability to effectively utilize software applications including spreadsheet development and database development and management</li> <li>• Excellent verbal and written communication skills</li> <li>• Knowledge of medical terminology</li> <li>• Knowledge of or ability to learn UW Health policies and procedures</li> <li>• Evidence of excellent organizational and time management abilities.</li> <li>• Experience developing schedules, work assignments, work rules, and policies is essential</li> <li>• Ability to provide excellent customer service</li> <li>• Ability to work and communicate effectively, both verbally and in writing, with a variety of individuals including nurses, physicians, patients, and their families</li> </ul>

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	<ul style="list-style-type: none"> <li>• Knowledge of and ability to use computers for entering appointment information and patient billing</li> <li>• Ability to work under pressure in stressful environment and make decisions</li> <li>• Effective leadership abilities. Ability to provide leadership, guidance, and direction to support staff.</li> </ul>		
<b>AGE SPECIFIC COMPETENCY (Clinical jobs only)</b>			
Identify age-specific competencies for direct and indirect patient care providers who regularly assess, manage and treat patients.			
<b>Instructions:</b> Indicate the age groups of patients served either by direct or indirect patient care by checking the appropriate boxes below. Next,			
	Infants (Birth – 11 months)		Adolescent (13 – 19 years)
	Toddlers (1 – 3 years)		Young Adult (20 – 40 years)
	Preschool (4 – 5 years)		Middle Adult (41 – 65 years)
	School Age (6 – 12 years)		Older Adult (Over 65 years)
<b>JOB FUNCTIONS</b>			
Review the employee's job description and identify each essential function that is performed differently based on the age group of the patient.			
<b>PHYSICAL REQUIREMENTS</b>			
<b>Indicate the appropriate physical requirements of this job in the course of a shift.</b> <i>Note: reasonable accommodations may be made available for individuals with disabilities to perform the essential functions of this position.</i>			
<b>Physical Demand Level</b>		<b>Occasional</b> Up to 33% of the time	<b>Frequent</b> 34%-66% of the time
		<b>Constant</b> 67%-100% of the time	
<b>x</b>	<b>Sedentary:</b> Ability to lift up to 10 pounds maximum and occasionally lifting and/or carrying such articles as docket, ledgers and small tools. Although a sedentary job is defined as one, which involves sitting, a certain amount of walking and standing is often necessary in carrying out job duties. Jobs are sedentary if walking and standing are required only occasionally and other sedentary criteria are met.	<b>Up to 10#</b>	<b>Negligible</b>
	<b>Light:</b> Ability to lift up to 20 pounds maximum with frequent lifting and/or carrying of objects weighing up to 10 pounds. Even though the weight lifted may only be a negligible amount, a job is in this category when it requires walking or standing to a significant degree.	<b>Up to 20#</b>	<b>Negligible</b> or constant push/pull of items of negligible weight
	<b>Medium:</b> Ability to lift up to 50 pounds maximum with frequent lifting and/or carrying objects weighing up to 25 pounds.	<b>20-50#</b>	<b>10-25#</b>
	<b>Heavy:</b> Ability to lift up to 100 pounds maximum with frequent lifting and/or carrying objects weighing up to 50 pounds.	<b>50-100#</b>	<b>25-50#</b>
	<b>Very Heavy:</b> Ability to lift over 100 pounds with frequent lifting and/or carrying objects weighing over 50 pounds.	<b>Over 100#</b>	<b>Over 50#</b>
List any other physical requirements or bona fide occupational qualifications:			

**Note:** The purpose of this document is to describe the general nature and level of work performed by personnel so classified; it is not intended to serve as an inclusive list of all responsibilities associated with this position.