



## Position Description

**Position Title:** Access Supervisor  
**Department:** Operations  
**Reports To:** COO  
**Status:** Non-Exempt

### Summary

Scenic Bluffs is looking to grow and expand our patient experience throughout our systems. The individual will provide oversight and manage daily activities, including but not limited to, managing patient scheduling, addressing patient concerns, training/coaching/evaluating new and current staff members, while enforcing health care policies and procedures. Supervision will include Patient Care Coordinators and Patient Services Coordinators in both Health and Wellness and Dental.

### Duties & Responsibilities

- Ensures a high level of quality service provided to patients.
- Responsible for adequate staffing and coverage in all areas supervised. Create staffing schedules to maintain coverage for high-quality services to patients.
- Monitor and analyze key performance indicators to increase efficiency and effectiveness, such as patient satisfaction, scheduling accuracy, wait times, no-shows and cancellation rates and revenue cycle metrics. The ability to work with data – that is, to see patterns and trends and to draw meaningful conclusions from them.
- Work with our IT to implement and configure online scheduling
- Responsible for staff development, reviews of progress and communication of findings.
- Monitors all processes generally, and individual staff specifically, to assure compliance with department policies & procedures (including OSHA, HIPAA, Infection Control as examples)
- Monitors staff production.
- Coordinate with other departments such as finance, IT/HIM, and others to ensure effective communication and collaboration.
- Monitors patient scheduling interaction and performance with physicians and patients to ensure appropriateness.
- Keeps up to date on changes imposed by Medicare, Medicaid, Commercial Insurance as well as Federal and State laws impacting health care as appropriate to the position.
- Assists with department referral process and tracking.
- Able to perform the tasks required of supervised employees and fill in when necessary.
- Assist with special projects as necessary.
- Engage others, appropriate to the specific care situation, in shared patient-centered problem solving.
- Promote the mission, vision, and values of the organization in all interactions.
- Report to work as scheduled.
- Other duties as assigned.

## **Qualifications**

The individual must respect the confidentiality of patient information while performing job duties and to establish and maintain effective working relationships with patients, employees and public. The individual must also possess excellent understanding of prevailing standards of medical practice, and the ability to constructively participate in clinical quality improvement. The position includes having to meet deadlines, deal effectively with time pressures and stress and write reports and correspondence. Intermediate math skills and legible handwriting is a must. Quality, accuracy, thoroughness, timeliness and reliability of work performed are essential. The individual must have a valid drivers license, be insurable and provide own transportation.

## **Education and/or Experience**

Associate Degree with 3-5 years of supervisory experience required. Associates or Bachelor's Degree in Business Administration, Health Care Management, Project Management or related field highly preferred. Previous experience in Health Care highly desired. Good oral and written communication skills to work with patients, physicians and department staff. Strong commitment to formalized orientation and training of staff on an on-going basis.

## **Communication Skills**

The individual must possess very strong oral and written communication skills and have the ability to read and understand documents.

## **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.

- Work may require sitting or standing for long periods of time; also stooping, bending and stretching
- Occasionally lifting 50 pounds or more
- Requires manual dexterity sufficient to operate a keyboard, telephone, copier and other such equipment
- Specific vision abilities required by this job include close vision, color vision and ability to adjust to focus

## **Work Environment**

The work is generally done in a clinic setting. Travel is required. Occasional unscheduled overtime may be required. Community involvement is encouraged.

As an organization committed to diversity and inclusion, Scenic Bluffs Community Health Centers provides equal employment opportunities to all employees and applicants for employment, encourages applications from historically underrepresented groups, and prohibits discrimination and harassment of any type without regard to race, color, religion, age, sex, national origin, disability status, genetics, protected veteran status, sexual orientation, gender identity or expression, or any other characteristic protected by federal, state or local laws.

**Acknowledgement**

This job description describes the general nature and level of work performed by employees assigned to this position. It does not state or imply that these are the only duties and responsibilities assigned to the job. All requirements are subject to change over time and to possible modification to reasonably accommodate individuals with a disability.

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Employee Signature

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Date