



Job Title: Clinical Supervisor                      Job Code:  
Reports to: Senior Manager of Operations      Status: NA

**Overview/Job Purpose**

The Clinical Supervisor is responsible for overseeing the daily operations of the assigned clinic(s) to ensure efficient operations and the delivery of the highest quality urgent care possible. The Clinical Supervisor is responsible for ensuring adequate staffing, clinical team competency and quality, and assists Clinical Manager(s) to meet organizational goals and objectives.

**Summary of Primary Duties:**

- Works with Clinical Manager(s) to ensure that each employee understands their job description, the desired results associated with their work, and the resources available to achieve the results
- Trains and develops staff with ongoing support from the Clinical Manager(s) to ensure they are capable of performing their duties while assisting with the development ongoing training/continuing education programs
- Assists with employee reviews and development of performance improvement plans
- Plans, assigns, and directs work; rewards and disciplines employees; addresses complaints and resolves problems with the guidance of the Clinical Manager(s)
- Participates in interviews and hiring decisions with guidance from the Clinical Manager(s)
- Creates staff schedules of assigned department(s) with guidance and approval from Clinical Manager
- Ensures at all times the urgent care operates in a high quality manner
- Supervises students for internships/externships and delegates authority and responsibility when and where need is indicated
- Provides clinic related feedback at staff meetings
- Supervises, as required, the staff in the conduct of clinical care
- Provides consistent weekly communication to the Clinical Manager(s), ensuring that information, reports, and materials are provided, to clearly describe clinic activities and progress toward agreed-upon objectives

**Performance Requirements:**

- Courteous, honest, and professional at all times
- Able to communicate and relate well with patients, providers, and other clinical staff
- Able to provide innovative input into the development and ongoing improvement of the clinic and its processes



- Maintains appropriate licensure and certification including meeting and/or exceeding CME requirements
- Efficient, organized and accurate

**Education and Experience:**

- Current State of New Mexico licensure as RN, EMT, Radiology Technician or other clinical licensure preferred
- Experience in urgent care preferred
- Two or more year proven supervisor experience preferred
- Three to five years' experience in an outpatient clinic environment preferred
- Must have an understanding of ethics of confidentiality.
- Experience with Microsoft Office

**Physical Demands Requirements:**

- Heavy Work: Exerting 50 to 100 pounds of force occasionally, and/or 25 to 50 pounds of force frequently, and/or 10 to 20 pounds of force constantly to move objects or people. Physical Demand requirements are in excess of those for Medium Work

**Testing Requirements:**

- Tuberculin Skin Test required annually