

JOB POSTING

TITLE: FRONT LINE SUPERVISOR
REPORTS TO: RN MANAGER
STATUS: NON- EXEMPT
PAY: \$20-\$25.00/HOUR

OUR MISSION & VISION

The Brighter Beginnings mission to “*support healthy births and successful development of children by partnering with parents and helping to build strong communities*“, gains its strength and aspiration from our core belief and vision that, **“Every family matters, and every child deserves a happy, healthy future.”**

OUR HISTORY

Brighter Beginnings is a 501c3 nonprofit organization and has been responding to the needs of families in resource-poor neighborhoods since 1984 when our work began in response to the alarming differences in mortality and illness rates among African American babies compared to other children.

Brighter Beginnings has grown into a respected and well-connected organization with locations in Oakland, Richmond, Bay Point, and Antioch. We have a multi-cultural, bi-lingual staff of passionate and committed family-service professionals; in fact, many of our staff came to this work because of the challenges they faced in their own families.

POSITION SUMMARY

The Front Line Supervisor provides administrative guidance and supervision of medical assistants, volunteer MA’s and interns, and collaborates with multidisciplinary teams of providers who deliver quality clinical services to individuals and families who access our Family Health Center. The Front Line Supervisor performs administrative and clinical duties under the direction of the Clinic Director.

QUALIFICATIONS:

JOB QUALIFICATIONS AND EXPERIENCE

1. Minimum of High School Diploma or Equivalent, Medical Assistant Associate Degree or Medical Assistant Certificate Required
2. Bilingual (English- Spanish) is highly preferred.
3. Client/Patient Management records and database experience is preferred
4. Experience of personnel management.
5. Ability to work compatibly with physicians, nurses, technicians, and other medical/health personnel.
6. Minimum of 2 to 4 years in a medical office setting
7. Skilled in Electronic Health Record patient visit scheduling and data entry, and in Microsoft Office, data entry and use of business email
8. AAMA State certification preferred
9. Knowledge of Electronic Health Record and filing records used for billing
10. Knowledge of insurance guidelines especially CCHP, Medicare and Medi-Cal
11. Ability to gain proficiency on additional computer programs required to perform the job.
12. Experience and understanding of billing process for private and public health insurance programs.
13. Good verbal and written communication skills, including spelling and English grammar with ability to understand and complete oral and written instruction.
14. Valid California Driver’s License, a good DMV record, transportation available to meet job requirements with vehicle insurance.
15. Physical examination which indicates that the employee is able to meet the physical requirements of the job including: Lifting, Walking, Stooping, Bending, and Twisting.

16. Valid BLS certification
17. Occasional evenings and weekends may be required
18. May be required to work at an alternative site
19. Ability to work as a team by communicating, collaborating and cooperating with team members
20. Strong leadership skills required

RESPONSIBILITIES:

1. Provides administrative support as needed to the Clinic Manager and Clinic Director.
2. Supervises Medical Assistants and interns to ensure the smooth operation of clinic services, including scheduling, training, maintenance of forms, ordering of equipment and office and medical supplies.
3. Ensures the efficiency of patient intake and discharge systems including, appointment scheduling, database, medical records and billing.
4. Responsible for running patient panel reports regularly.
5. Assist with facility maintenance vendor coordination.
6. Complete a biweekly vaccine inventory check and place order. Inform Clinic Director about the inventory.
7. Monitor vaccine temperature daily and reports any excursions to VFC (Vaccine for Children).
8. Responsible for bi-weekly VFC data downloads of all temperatures.
9. Assist with documentation and facilitation of medical equipment maintenance and repair for example the blood pressure machine, autoclave machine, the refrigerator and freezer for vaccines and the scale.
10. Maintain monthly routine controls for A1C (Blood sugar) and UA (Urine Analysis) and autoclave monthly log records.
11. Conducts a monthly inventory check on Crash Cart to determine expired medications and any medications that need to be reordered
12. Responsible for entering data for cash log and weekly deposits
13. Train newly hired MA's and MA interns on clinic policy and procedures
14. Knowledge of and compliance with BBFHC Policies and Procedures
15. Provide translation service for providers and Spanish speaking patients.
16. Completes other duties as assigned.
17. Coordinates facility management, including schedules and assurances for:
 - o Opening and closing the clinic.
 - o Assure key control and security measures are followed.
 - o Assure that all necessary forms are available to staff.
 - o Assure that patient confidentiality is maintained.
 - o Assure that all patient records are secure by HIPAA standards and that paper files are stored in locked cabinets.
 - o Assure that all equipment is accounted for and stored.
 - o Assure that each day the clinic and exam rooms are supplied and ready for providers
 - o Respond to inquiries regarding medical services.
 - o Participate in the preparation of the agenda and minutes of clinic management meetings.
 - o Continuous review and monitoring of Clinical and Administrative Policies & Procedures
 - o Assures that the patient database is maintained.
2. Maintains systems for phone screening of patient inquiries, scheduling appointments, and performs front duties as needed.
3. Manages the timely maintenance of clinic licenses and certifications, including state license, to include clinical volunteer records.
4. Assures that emergency and laboratory equipment are maintained in accordance with requirements.
5. Backup MA when needed

SUPERVISORY RESPONSIBILITIES

This position will supervise 3-6 Medical Assistants.

OTHER JOB REQUIREMENTS

This job requires the passing of a background check, a negative TB test or clear chest x-ray (less than 1 year old), Physical Exam (less than 6 months old), provide updated vaccination records, Hepatitis B vaccination, annual flu vaccination, Covid vaccination and maintain a current BLS card.

SPECIAL ADA REQUIREMENTS

Brighter Beginnings is in full compliance with the Americans with Disabilities Act (ADA) and does not discriminate with regard to applicants or employees with disabilities, and will make reasonable accommodation when necessary

1. For the purposes of ADA, the “Responsibilities” and “Qualifications” essential job functions
2. Work is normally performed in a typical interior/office work environment, with typical office noise and other disruption.
3. Extended periods of standing and sitting are required
4. Various types of clinical equipment and office supplies are used to accomplish the job requirements
5. Required to drive to other work sites for meetings, conferences, etc.

BENEFITS

Competitive wages, friendly environment, two weeks of vacation (increase after 1 year of employment), 13 paid holidays;

sick leave; employer-paid health, dental, vision, life and disability insurance; optional employee-paid dependent health coverage available, 403b retirement account with matching, FSA, Transit Benefit and EAP. Employees working full-time will receive these benefits.

APPLY

If you're interested in this position, please email resume to jobs@brighter-beginnings.org or apply on indeed. Please make sure to subject the email with the position title that you are applying for.