

**HOWARD UNIVERSITY**  
**Position Description**

<b>POSITION TITLE:</b>	Clinical Practice Supervisor	<b>SALARY GRADE:</b>	HU-10
<b>DATE REVISED:</b>	December 1, 2014	<b>EEO CODE:</b>	02
<b>JOB CODE:</b>	6111	<b>FLSA STATUS:</b>	Exempt
<b>BARGAINING UNIT:</b>	N/A		

<b>DEPARTMENT:</b>	<b>POSITION NO:</b>
<b>REPORTS TO:</b>	<b>GRANT:</b> <input type="checkbox"/> No <input type="checkbox"/> Yes

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**BASIC FUNCTION:** The Supervisor establishes, ensures and supervises practice office staff and procedures to maintain quality services and efficient operations.

**SUPERVISORY ACCOUNTABILITY:** Responsible for orienting and training others, and assigning and reviewing their work. May also be responsible for acting in a "lead" or "senior" capacity over other positions performing essentially the same work, or related technical tasks and reporting to a higher level on a formal basis.

**NATURE AND SCOPE:** Internal contacts include medical faculty, Faculty Practice Plan staff, HU/HUH staff, third party payers. External contacts include executive alumni, vendors/contractors, and general public and external agencies.

**PRINCIPAL ACCOUNTABILITIES:**

Supervises all Medical and Clerical Staff to ensure adherence to policies, procedures and standard systems.

Monitors staff time and attendance and acts as timekeeper. Approves leave requests in conjunction with staffing requirements. Administers warnings and reprimands for time and attendance abuses.

In conjunction with the Department Chief/Chair and the C.O.O. develops policies and procedures to assure that there is a system for scheduling appointments, new patients, special problems and emergencies to ensure that patients are handled consistently and scheduled for appointments in a manner that recognizes the urgency of their complaints.

Implements and supervises effective front office business processes that will result in improved financial performance and will preserve or improve current customer service levels. These processes will include appointment confirmation to improve patient show rates; point of service patient registration into the IDX system; insurance verification prior to patient visits; and, collection of time of service payments and co-pays at the time of patient visits.

Makes recommendations for staff to receive appropriate training and support to perform job functions.

Plans and organizes the department workload. Establishes and monitors work standards.

Keeps leadership informed about staff performance.

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Promotes an emphasis on customer service and satisfaction. Handles customer complaints appropriately, providing resolution and addressing systemic issues on a department-wide basis.

Represents department appropriately and maintains effective relationships within the clinical enterprise including ancillary departments, HUH, Faculty Practice Plan Business Office, employers and other key constituencies.

Plans, organizes and facilitates periodic department meetings.

Performs other related duties as assigned.

**CORE COMPETENCIES:**

Knowledge of medical terminology, CPT and ICD-9 Coding.

Knowledge of personal computer and accompanying user friendly word-processing, database, spreadsheet, and presentation software

Knowledge of the activities of a private physician's office or clinic operations in order to perform necessary administrative/clerical functions and requirements of the organization

Knowledge of physician billing and third party billing.

Demonstrated skill in oral and written communications with ability to speak clearly and concisely

Ability to read and comprehend instructions, short correspondence, and memos.

Ability to effectively present information in one-on-one and small group situations.

Ability to perform basic math functions; ability to compute rate, ratio, and percents; and ability to interpret bar graphs.

Ability to apply common sense understanding in order to carry out instructions furnished in written, oral, or diagram form.

Ability to deal with problems involving several concrete variables in situations with limited standardization.

Ability to operate, photocopier, calculator and the standard office equipment.

Ability to develop efficient filing systems.

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.Ability to establish and maintain effective working relationships with patients, employees, and the public.

Ability to communicate with people from various educational levels and backgrounds.

Ability to plan, organize, coordinate and prioritize work in situations where demands of a diverse nature are involved.

**MINIMUM REQUIREMENTS:** Bachelor's Degree and 1-3 years of related work experience. 8 years of related work experience may be substituted in lieu of educational qualifications.

Note: This position description should not be construed to imply that these requirements are the exclusive standards of the position. Incumbents will follow any other instructions, and perform any other related duties, as may be required. The university has the right to revise this position description at any time. This position description is not be construed as a contract for employment.

**SIGNATURES REQUIRED:**

**SIGNED BY:** \_\_\_\_\_ **DATE:** \_\_\_\_\_  
Department Manager/Supervisor

**CERTIFIED BY:** \_\_\_\_\_ **DATE:** \_\_\_\_\_  
Department of Compensation & Performance Management