

Job Description:

Summary:

The Medical Office Supervisor works collaboratively with the Calgary Manager and medical office staff to ensure appropriate access and delivery of care within the facility. Functions as a liaison between the site employees, physicians, health plans, patient care and administrative team. Oversees the front office operations including but not limited to appropriate staffing level, delivery and adherence of policies and procedures.

Responsibilities:

- Oversees implementation and adherence of policies and procedures and provides training as necessary to ensure appropriate understanding and usage.
- Support triage patient office activities to ensure smooth operations (patient flow, add-ons or walk-ins).
- In alignment with the manager, operationalizes strategic goals and monitors progress towards meeting those goals.
- Functions with limited supervision in compliance with policies, practices, and procedures prescribed by the Calgary Manager and HIA requirements.
- Communicates with patient care and booking team regarding office hours, scheduling, etc.
- Ensures patient inquiries and concerns are responded to within 48 hours.
- Assists in hiring and coordination of training of staff.
- Assists in employee reviews and initiates disciplinary actions where appropriate.
- Provides orientation process to new employees.
- Other specific competencies that have been identified by the manager related to changes in departmental operations or that focuses on current clinical practices approved by clinical director and/or medical director.
- In the absence of the Calgary Manager, is responsible for the oversight and direction of the medical office in collaboration with the clinical director following established policies and procedures.
- Performs other duties as assigned.

To be considered for this role, you must have:

- Post-Secondary diploma from an accredited institution; a Bachelor's Degree is preferred.
- Minimum of 3 years' experience in a medical office setting with previous supervisory/managerial experience.
- Minimum 2 years of Training experience.
- Experience in the interpretation/implementation/development operational policies and procedures is an asset.
- Able to identify key issues; creatively and strategically overcome internal challenges or obstacles.

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- Professional Communication
- Adaptability
- Ability to problem solve

To Apply: Please send your cover letter and resume, quoting the name of the position and location in the subject line to resumes@naturalhealthservices.ca.