

## Supervisor, Clinical Services

Over two decades of experience have elevated CareNet to being the premier provider of care management services by delivering unrivaled flexibility in serving its members/patients.

CareNet has a singular focus. Deliver creative and progressive healthcare solutions that allow every patient to achieve better health. CareNet continually strives to help client's impact their outcomes by providing consistent, professional and passionate care resulting in an extraordinary track record of high value and progressive solutions. CareNet is a reliable, objective and coordinated resource for our clients and their members, in making informed health decisions.

Our vision to be a leader in the healthcare contact center vertical market and rapid growth has created a need to fill the position of **Supervisor, Clinical Services**.

**Summary:** The Supervisor - Clinical Operations has direct responsibility for management, performance, and development of the Registered Nursing staff. The supervisor will be responsible for coaching, monitoring, and optimizing the Registered Nursing staff to meet/ exceed organizational service goals. They will also be providing a positive work environment for the Registered Nursing staff. This is an entry-level management position.

**Essential Duties and Responsibilities** include the following. Other duties may be assigned.

- In addition to all duties of a Care Advisor, the following are key elements of the Supervisory role:
  - Assesses callers' needs and assists them with issues related to patients care.
  - Adapts communication style to persons representing diverse personal, professional, cultural, and socio-economic backgrounds.
  - Ability to multi-task; simultaneously thinks, talks, and types.
  - Uses excellent hearing and listening skills to receive detailed information.
  - Utilizes the computer database to assess, educate and document all information in an accurate manner.
- 30% of time will be spent on coaching towards productivity and caller delight by providing continual feedback to team members. Coaching can include 'customer service skills', 'telephone etiquette', and 'how to take control of a call'. It will include specific customer deliverables; call handling efficiencies, adherence to P&P's, mentoring, and include performance metrics for their team.
- 20% of time will be spent on QA. Maintain Quality Monitoring to ensure the accuracy, consistency and courtesy of the information being provided to all customers and potential customers. Calls will be monitored via recorded calls and printed record reviews.
- 30% of time will be spent monitoring the CECC queue for optimum efficiency and adherence to customer deliverables. This includes: assisting nurses as a resource for clinical and operational issues, analytical skills for workforce management, knowledge and proficiency in all accounts including Wellmark and Houston 911,
- 20% of time will be spent on administrative duties such as payroll, evaluations, etc
- Assist clinical staff with State specific RN license applications/ requirements.
- Maintain a professional atmosphere by keeping morale high and fostering team environment for nurses on site and with Carenet@Home program.
- Evaluates ways to improve services and communicates ideas to the management team
- Provides support to team and provides effective communication
- Strong clinical skills/ proficiency in OB, Pedi, and Urgent clinical scenarios
- Support 24/7 operation to include weekends, holidays, evenings, to include on site presence for staff
- Accountable in maintaining URAC standards
- Daily analysis of operational reports for optimal Clinical Services' operations.

**Education/Experience:** Minimum of an Associate's degree from a two-year college or technical school or Diploma Nursing Program and five years of related clinical experience in acute or ambulatory area. Knowledge in Health Insurance, Managed Care and/or Tele-health concepts is preferred. Supervisory or Charge Nurse experience preferred.

Ability to read, analyze, and interpret company software, guidelines, health references, professional journals, technical procedures, or governmental regulations. Ability to effectively present information and respond to questions. Ability to calculate figures and amounts. Ability to apply concepts of basic algebra. Ability to deal with and solve problems using solid judgment skills.

**Technical skills:** Word processing, Spreadsheets, E-mail, data base software, and Internet software. Ability to handle multiple line phone systems, pagers and paging systems preferred.

**Benefits:** CareNet offers a competitive salary and comprehensive benefits. If you have a "can-do" attitude and looking for a rare opportunity to join an aggressively growing company where you will establish yourself long term, **please email your resume to [jobs@callcarenet.com](mailto:jobs@callcarenet.com)**.

**\*\*Candidates responding to this posting must currently possess the eligibility to work in the United States, and possess a current, unrestricted, RN licensure in Texas.\*\***