El Pueblo Health Services Clinical Supervisor (RN) Job Posting

Are you an RN ready for something different—in the best way? At El Pueblo Health Services (EPHS), you will have an opportunity to apply your nursing skills and knowledge and witness your impact on the health of our patients and communities. EPHS has served the communities of, and surrounding, Bernalillo, NM for 50 years. We are a non-profit Federally Qualified Health Center (FQHC) Look-Alike located in the Town of Bernalillo. We provide integrated and comprehensive primary care and behavioral health services across the lifespan, as well as in a school-based health clinic providing these services within Bernalillo High School. You'll practice at the top of your license for a long-standing, community-serving organization focused on improving access to high-quality care, removing barriers to health, and creating a seamless patient experience for all regardless of ability to pay.

This position will supervise the medical assistant staff and clinical workflows, identify and participate in patient education opportunities, help us grow our school-based health clinic initiatives, and be part of the leadership team to help drive clinical quality improvement initiatives and growth opportunities. If you thrive in a collaborative, smaller team-based environment and want to make a real impact every day for the patients and communities we serve, we'd love to connect.

Highlights of the position:

- **Integrated, Team-Based Care** – Work side by side with providers, care team, and other staff as part of the EPHS leadership team in a comprehensive primary care setting—where your voice and clinical expertise matter.
- **Top-of-License Practice** – Focus on meaningful RN work supporting and driving high-quality patient care and processes, clinical decision-making, patient education, and improving patient/community access to care.
- **Innovative & Impact-Driven** – Play a key role in advancing quality initiatives that directly enhance patient outcomes and experience and improving access for the communities we serve.
- **Leadership** – Provide supervision, skill-development, and identify professional development opportunities for your team of medical assistants.
- **Dynamic & Supportive Environment** – Adapt, collaborate, and grow within a team that values flexibility, continuous improvement, and strong working relationships across disciplines.
- **Purpose-Driven Work** – Be part of a mission-focused organization where every interaction contributes to compassionate, person-centered care for the communities we serve.

Education and Experience:

- Must be a Registered Nurse with unrestricted license to practice in New Mexico.

- At least 2 years' nursing experience in inpatient, ambulatory, community care, and/or primary care practice experience preferred.
- Bachelor of Science in Nursing (BSN) degree.
- Valid driver's license in New Mexico.
- Current training and certification in Healthcare Provider Basic Life Support issued by American Heart Association, American Red Cross or American Health & Safety Institute. Must obtain within 60 days if not current at hire.

Curious, or interested in learning more? Apply today! You can request a full copy of the detailed job description by emailing cbueno@epfh.org

All qualified applicants will receive consideration for employment without regard to race, color, religion, sex, national origin, or any other characteristic protected by law.

Job Description

Job Title: Clinical Supervisor (RN)
Direct Report: Executive Director
Effective Date: TBD

Position Summary
The Clinical Supervisor (RN) provides leadership and oversight for the medical assistant (MA) team to ensure high-quality, efficient, and patient-centered care in alignment with Federally Qualified Health Center (FQHC) standards and organizational policies. This position is responsible for supporting the development, implementation, and monitoring of workflows for El Pueblo Health Services' clinical programs (integrated primary care/behavioral health across the lifespan and school-based health clinic growth); overseeing CLIA point-of-care laboratory operations; ensuring compliance with the Vaccines for Children (VFC) program; clinical inventory standards; infection control; and supporting patient education opportunities. The Clinical Supervisor will work closely with the MAs and Medical Director to maintain effective onboarding, training, and privileging, while remaining accountable for the overall competency and performance of the clinical support team. The Clinical Supervisor, as part of El Pueblo's leadership team, will work toward advancing access to quality care for our patients and the communities we serve.

Principal Duties and Responsibilities
Clinical Support Team Leadership
- Provide direct supervision and oversight of the MA team as delegated by the Medical Director.
- Serve as a role model for professional practice and patient-centered care.
- Identify and participate in patient education opportunities and initiatives.
- Ensure appropriate staffing, scheduling, and coverage for the MA team.

- Monitor performance and conduct evaluations for the MA staff in collaboration with leadership.
- Participate in interviews, hire, and onboarding MA staff as necessary to ensure appropriate staffing.
- Develop, implement, and monitor clinical workflows for quality and effectiveness.
- Clinical policies and procedures development.
- Identify and participate in access to care and quality improvement opportunities and initiatives.

Training, Onboarding, and Competency Management

- Develop, implement, and maintain clinical workflows and protocols to support best practices and compliance with regulatory standards.
- Oversee and ensure completion of onboarding, training, and privileging for new clinical staff.
- Collaborate with Medical Director to ensure precepting and privileging of MAs is consistent and timely.
- Identify ongoing training needs and coordinate staff development opportunities.

Clinical Quality and Compliance

- Monitor adherence to infection control, OSHA, HIPAA, and other regulatory guidelines.
- Partner with Quality Medical Director and Quality Director to identify and meet clinical performance metrics and quality improvement goals.
- Participate in EPHS value-based reimbursement clinical quality improvement programs (ex., NM Medicaid Primary Care Payment Reform, various MCO quality incentive programs)
- Investigate, resolve, and report clinical workflow issues or escalated patient care concerns.

Laboratory and Immunization Program Oversight

- Oversee accurate documentation, quality controls, and logs for EPHS CLIA- waived laboratory operations, ensuring compliance with CLIA, OSHA, and state/federal regulations.
- Oversee the NM Vaccines for Children (VFC) program, ensuring quality and reporting compliance.
- Oversee clinical supply and medication/vaccine inventory, ensuring appropriate stock levels and cost-effective management.

Collaboration and Communication

- Serve as advocate for the clinical support team, to ensure communication of needs, successes, and sharing of ideas across the organization.
- Serve as the primary liaison between clinical support staff and providers to ensure efficient, responsive, and consistent quality care delivery.
- Participate in EPHS leadership meetings and contribute to policy development, workflow optimization, and strategic planning.
- Foster a collaborative and positive work environment that supports retention and employee wellness.

Required Skills or Abilities

1. Excellent leadership, communication, and interpersonal skills.
2. Ability to take initiative and proactively analyze and problem-solve within multiple departments in the clinic.
3. Ability to cultivate and develop inclusive and equitable working relationships with co-workers and community members.
4. Ability to serve as an advocate for individuals of all ethnicities, genders, ages, and backgrounds.
5. Flexibility to adapt to changing or stressful conditions, including unanticipated changes to working schedules.
6. Strong written and verbal communication skills for communicating coherently and professionally with patients, co-workers, and community members.
7. Computer literacy in internet use and Windows environment, including Outlook, Word, and Excel. Electronic health record and/or other clinical databases experience.

Required Knowledge, Experience, or Licensure/Registration

Required:

- Current unrestricted RN license in NM.
- Minimum Bachelor of Science in Nursing (BSN).
- Minimum of 2 years clinical nursing experience (primary care not required).
- Strong organizational, communication, and problem-solving skills.
- Proficiency with EHR and/or other clinical management systems and clinical documentation requirements.
- Supervisory or management experience.

Preferred:

- Experience in ambulatory care or primary care settings.
- Experience with immunization programs (including Vaccines for Children).
- Familiarity with CLIA-waived testing and lab compliance.
- Experience with clinical quality improvement initiatives.
- Knowledge of Federally Qualified Health Center (FQHC) operations, compliance standards, and quality initiatives a plus.
- Knowledge of School-Based Health Center operations, compliance, and regulatory standards a plus.
- Bilingual proficiency (e.g., English/Spanish) a plus.

Physical Requirements:

- Ability to stand, walk, and move throughout the clinical area for extended periods.
- Occasional lifting of supplies or equipment up to 25 lb or less.
- NM Driver’s License.