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## Clinical Staffing Supervisor

**SPAULDING CLINICAL** aims to be the clinical research organization by which all others are measured. Pioneering in our approach to redefining how the industry perceives and achieves success; passionate in our pursuit of ingenious solutions that mitigate risk; loving in our care for our volunteers, customers and employees; and heroic in our ambitions to ensure the health and safety of people around the globe - Spaulding Clinical is taking *research beyond results* to create a marketplace of safer drugs.

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Original Date: 05Feb2021

Revision Date:

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### Job Summary:

The Clinical Staffing Supervisor specializes in implementing best scheduling practices. They are responsible for creating, executing, and monitoring a schedule management system as well as staff schedules for the Clinical Floor. General responsibilities include utilizing lead times, staffing capacity models, and historical performance data to create schedules and collaborating with Operations Leadership, to ensure streamlined operations. This role interfaces with organizational stakeholders to better understand the business goals and revise the Study Dates Calendar as needed.

This position is also responsible for managerial oversight of the Clinical Staffing Coordinators.

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### Essential Duties and Responsibilities:

- Create and organize the Study Dates Calendar (SDC) and provide regular updates to reflect current business planning.
- Work hand-in-hand with staffing coordinators to make sure that all issues related to scheduling are properly handled and resolved.
- Rectify and reconcile differences that have to do with meeting customer deliverables and making adjustments to the SDC as needed (moving dates, screenings, etc.) to ensure staffing and resources are available.
- Make sure schedules are given to employees in a timely fashion and that any events/shifts not covered are resolved ASAP.
- Facilitate and conducts scheduling/Study Dates Calendar meeting with all necessary internal stakeholders weekly.
- Keeps Operations leadership updated on scheduling conflicts and capacity issues.
- Provides accurate and up-to-date reporting on SDC/Schedules to Operations Leadership timely.
- Keeps abreast of SOP's, ICH/GCP guidelines, NIH guidelines, as well as state and national regulatory requirements.
- Periodically evaluates direct reports for compliance with SOPs and regulatory requirements.

- Keeps employees updated on critical issues and company objectives through staff meetings as needed, newsletters, and emails while staying united with clinical operations department's quarterly/yearly goals.
- Holds 1:1 meetings with all direct reports at least monthly. Keeps documentation of all pertinent performance discussions, as well as all documentation required by Human Resources for position changes, wage changes, etc.
- Responds with appropriate level of urgency to issues raised by staff, prioritizes importance, and resolves issue.
- Gives Performance Reviews to each direct report annually, minimally.
- Mentors, trains, and supervises reports to promote growth of each individual, whether in job progression or mastering a set of skills.

The Statements made in the job description are intended to describe the general nature and level of work being performed by people assigned to this job. These statements are not intended to be an exhaustive list of all responsibilities, duties and skills required of people assigned to this job.

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### **Skills/Qualifications:**

- Ability to read, write, and interpret the English language.
  - A strong ability to meet deadlines.
  - A strong ability to multitask and prioritize.
  - Strong written and verbal communication skills.
  - Strong Excel skills
  - Comfortable communicating with executive level professionals
  - Project Management Experience
  - Strong interpersonal skills
  - A natural collaborator, with inclination to lead
  - Ability to work independently as well as in teams
  - Good reasoning and problem-solving abilities
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### **Physical Demands:**

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of the job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Ability to sit, stand, walk, reach with hands and arms, and use hands along with fingers, to handle or feel.
  - Ability to lift and/or move up to 25 pounds.
  - Specific vision abilities required by this job include clarity of vision both near and far.
  - Ability to identify and distinguish colors.
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**Hazards:**

- Potential for exposure to toxic or caustic chemicals
  - Potential for exposure to blood borne pathogens
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**Education and Experience:**

- 4-year degree in business administration/healthcare administration or other applicable field.
  - Minimum of three years' experience working with complex scheduling.
  - Minimum of one year supervisory experience required.
  - Strong knowledge and experience in Microsoft Excel
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*Spaulding Clinical Research management has the discretion to hire personnel with a combination of experience and education which may vary from the above listed skills and qualifications.*

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This is to acknowledge that I have read and understand the above job description. This copy supersedes any others previously distributed. I further understand that Spaulding Clinical may change, add or delete any essential duties and responsibilities described at its discretion with or without prior notice.

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Employee Name (Printed)

\_\_\_\_\_  
Date

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Employee Signature