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# Example of Clinical Support Job Description

Our growing company is hiring for a clinical support. Thank you in advance for taking a look at the list of responsibilities and qualifications. We look forward to reviewing your resume.

## Responsibilities for clinical support

* Prioritizes and performs multiple tasks
* Work collaboratively with all providers and staff members, with a focus and emphasis on nursing and medical assistant staff members, to develop clinical support processes that ensure the delivery of efficient, compassionate and high quality care
* Work with a centralized team helping providers, clinic staff and management to fulfill the needs of the Centralized Services department in support of our Patient Centered Medical Home objectives
* Perform duties including chronic disease management, preventative health coordination of services, external result entry, prior authorization of medication and procedures, referral coordination, tracking and managing the referral work queue, prior authorizations or updating patient medical records
* Manage and guide the efforts of Specialist (1-IV) (internal and flexible resource) and recommend personnel actions including, but not limited to, hiring, contract termination, performance management, scheduling, work assignments, disciplinary action, and promotions
* Systems user support
* Build and maintain communications with clinical trial teams to ensure awareness of upcoming Systems training and support needs on an ongoing basis
* Maintain current knowledge of planned trial startup timelines as input for support group resource planning
* Work closely with clinical teams and individuals to provide proactive/as needed training/mentoring/coaching on relevant systems and tools to ensure timely knowledge and best use of the tools
* Provide first tier user support by responding to help desk requests

## Qualifications for clinical support

* Experience with external partner collaboration
* Bachelors Degree (Preferred) or Associates Degree plus 1-2 years clinical research experience
* Open to travel (locally and internationally for congresses/training )
* 6+ years experience in clinical/healthcare field, computer applications, designing, building, and implementing business solutions using information technology
* Ability to travel via automobile or commercial air 60% of the time
* Ability to operate a laptop