

POSITION #22, TITLE: Flow Maintenance

Direct Supervisor: Patient Flow Supervisor

Mission: Ensure a steady/smooth flow of clients at all stations throughout the EDS. Alleviate bottlenecks and backups when feasible.

Qualifications: Good managerial skills. Able to stand and walk for extended periods of time. Knowledge/experience in line management preferred.

POSITION RESPONSIBILITIES

Initial Action/Planning Phase

- Review your Position Checklist and check off tasks as they are completed.
- Sign In, obtain credentialing and put on ID badge.
- Attend overall staff briefing.
- Receive assignment-specific briefing from your supervisor.
- Familiarize self with clinic layout and process.
- Familiarize self with all forms.
- Familiarize self with all JAS.

Primary Responsibilities During Site Operation

- SIGN IN FOR SHIFT
- Help direct patients through the various stations at the EDS
- Monitor EDS process (each station) for real or potential bottlenecks then make agreed upon adjustments after consultation with the Patient Flow Supervisor
- Assign float staff to appropriate stations to alleviate back-ups/bottlenecks
- Answer basic questions about the process
- Ensure families remain together
- Ensure smooth flow of special populations through EDS
- Brief incoming shift replacement
- SIGN OUT

Deactivation Phase

- Assist with the teardown and re-packing of EDS.
- Identify issues for After Action Report.
- Participate in de-briefing.

Greeters will cross train with Flow Maintenance and Registration/Educators staff whenever possible.