

Lead Tiers- NAH

Two levels of leadership clarify responsibilities, ownership, and growth. Tiers increases leadership scope, initiative, and impact on team and hospital operations. Percentages of time off the floor/on the floor

- First line leaders (leads Tier #1) 10%/90%
- Second line leaders (leads Tier #2) 15-20%/80-85%

Tier 1

Primary Focus: Day-to-day operational support, team guidance, client/patient flow, and training

Roles Included: Lead CSR, Lead Tech, Lead Surgical Tech

Core Responsibilities:

- Monitor client/patient flow and wait times
- Address minor client or patient issues; escalate when necessary
- Assist with onboarding and training of new team members
- Complete daily/weekly administrative tasks (checklists, reports, inventories)
- Assign and delegate tasks to team members as needed
- Lead and oversee new employee training
- Cover shifts when necessary
- Model professional and positive behavior and teamwork
- Support staff so they feel comfortable bringing issues or problems
- Be aware of hospital inventory, monitors receiving inventory, aids in the want list, and is mindful of waste
- Supervise and oversee day to day operations of their team members.

Key Behaviors:

- Proactive problem-solving
- Supports peers without prompting
- Communicates clearly with team and management
- Motivates staff to follow standards and procedures
- Dependable and punctual; sets a positive example of attendance and practices time management
- Approachable and supportive to the team, practices team building
- Handling immediate issues and conflicts with clients.
- Ensure productivity and core values are being met on the floor

Tier 2

Primary Focus: Training, compliance, workflow ownership, and operational oversight

Roles Included: Lead CSR, Lead Tech, Tech Trainer, Advanced Lead Surgical Tech

Core Responsibilities:

- Lead training and development programs for staff/to include quarterly staff training
- Handle escalated client complaints and operational issues independently
- Complete audits, compliance checks, and administrative tasks independently
- Complete medical audit checks and review mistakes or needed improvements with staff
- Serve as first escalation point for client or operational issues
- Assists management with ordering, to include office supplies, food, pharmacy, and other miscellaneous items.
- Coordinates and assists Hospital Managers with performance reviews and staff development
- Make recommendations for staffing, scheduling, and workflow improvements
- Maintain awareness of operations in all departments while on the floor
- Communicate effectively with other leads to ensure smooth operations
- Implement process improvements and standard operating procedures
- Round with employees doctors; escalate or resolve patient care or operational issues
- Troubleshoot and resolve issues with computers, printers, software, and other equipment
- Actively look for continuing education (CE) or growth opportunities, aids in setting staff up with CE growth opportunities.
- Take on tasks and duties from Hospital Manager; complete in a timely manner with follow-through
- Follow up with employees on delegated tasks and hold them accountable
- Assists marketing with events, apartment visits, and marketing material. Gathering information for location specific promos, etc.
- Ensure communication flows effectively between leads and departments
- On call for weekend shifts when Hospital Manager is out of office

Key Behaviors:

- Self awareness and leadership
- Proactive problem-solving, decision making, and critical thinking.
- Communicates clearly with team and management
- Motivates staff to follow standards and procedures, drives performance improvement initiatives.
- Aids in Budgeting for the practice, business acumen.
- Anticipates and prevents issues proactively
- Coaches and Develops Tier 1 leads into future leaders
- Models organizational values and professional standards and ensures core values are being met on the floor.
- Drives hospital-wide efficiency and cohesion
- Ensure hospital-wide workflow optimization, including staff allocation, client satisfaction, and inter-department coordination

Promotion Guidelines

Tier 1 → Tier 2: Demonstrated initiative, reliable workflow leadership, effective mentoring, cross-department awareness, and proven problem solving/critical thinking. Provides consistent process compliance, ability to handle escalations independently, and strategic influence. Expectation is moving up within 1 year of being in Tier 1.

Tier 1 & 2 similarities

- Self Awareness
- Leadership
- Communication Skills
- Problem Solving
- Time Management

Differences- Scope of responsibility, level of strategic involvement, how you interact with the team