



Job Title: Medical Assistant Lead
Department: Nursing
Supervisor: Nursing Supervisor
FLSA Status: Non-Exempt
Approved Date: 8-2-18

Position Summary

Assists providers and nurses by preparing patients for appointments, setting up for and assisting with procedures, preparing rooms, equipment and instruments for the next patient, administering immunizations and performing clerical assignments within scope of licensure. Acts as Lead to apply knowledge of medical assisting to educate and assist medical assistant staff to continually learn and improve skills and efficiency.

Essential Duties and Responsibilities include the following. Other duties may be assigned.

1. Assists providers and nursing team by preparing patients for their appointments following established protocols to include:
 - a. Rooms patients in a warm and friendly manner, obtains and records vital signs and updates patient records, including meaningful use data.
 - b. Identifies, draws up, administers and records appropriate immunizations.
 - c. Places and reads Tuberculosis skin tests.
 - d. Administers medications/treatments per provider's orders within scope of licensure.
 - e. Sets up for, performs and/or assists with tests/procedures within scope of licensure.
 - f. Performs CLIA waived lab testing.
 - g. Orders imaging and labs as instructed by provider. Notifies patient of results as requested by provider.
 - h. Cleans and dresses wounds, as instructed by provider.
 - i. Assists with transfers, transports, and ambulation of patients.
 - j. Assists patients with completion of forms.
 - k. Provides patient education, as instructed by provider or RN.
 - l. Performs clerical tasks.
 - m. Completes autoclaving.
 - n. Maintains and stocks exam rooms and completes daily cleaning log.
 - o. Maintains and records vaccine refrigerator and freezer temperature log.
 - p. May order clinic supplies and medications, as needed.
2. Demonstrates medical knowledge by completing established protocols.

- a. Maintains licensure and required continuing education.
 - b. Performs medication refills per protocol.
 - c. Demonstrates proper use of EMR.
3. Participates in PCMH, Quality Assurance, Quality Improvement and Risk Management per protocol.
 - a. Performs Quality Control Checks, follows infection control and Bloodborne pathogen standards, and reporting requirements.
 - b. Completes on-line education modules, as required.
 4. Optimizes use of time by efficiently and effectively using resources to identify barriers and balance priorities. Efficiently utilizes tools, resources, techniques and/or systems to organize tasks. Balances multiple priorities simultaneously assuring the timely and accurate completion of each task while maintaining quality standards.
 5. May include vaccine coordinator duties of:
 - a. Monthly reporting to Department of Health.
 - b. Recording and monitoring of temperatures.
 - c. Meet with VFC Coordinator for yearly audit.
 - d. Renew annual provider agreement.
 - e. Ordering and maintaining vaccine inventory and monthly vaccine count.
 6. Provides direction, mentoring, and coaching to team staff.
 7. Orients, evaluates, and counsels team staff in conjunction with supervisor.
 8. Communicates efficiently and effectively with supervisor, departments, and administration as needed.
 9. Implement new policies, procedures and work flows related to department/function.
 10. Conducts regular team meetings to inform team of updates or changes and answers questions as needed
 11. Provides coverage and support to team members as needed.

Competencies

To perform the job successfully, the following competencies should be demonstrated.

Attendance/Punctuality - Is consistently at work and on time, as established; ensures work responsibilities are covered when absent; arrives at meetings and appointments on time.

CHCW Culture - Treats people with respect; inspires the trust of others; works with integrity and principles; upholds organizational values; follows policies and procedures; supports organization's goals and values; shows respect and sensitivity for cultural differences; follows instructions; responds to management direction; takes responsibility for own actions; keeps commitments; commits to long hours of work when necessary to reach goals; completes tasks on time or notifies appropriate person with an alternate plan; asks for and offers help when needed.

Communications - Speaks clearly and persuasively in positive or negative situations; listens and gets clarification; responds well to questions; demonstrates group presentation skills; participates in

meetings; writes clearly and informatively; edits work for spelling and grammar; keeps others adequately informed; selects and uses appropriate communication methods.

Customer Service for Internal and External Customers/Patients - Manages difficult or emotional customer/patient situations; responds promptly to customer/patient needs; solicits customer/patient feedback to improve service ; responds to requests for service and assistance; meets commitments.

Job Knowledge - Competent in required job skills and knowledge; exhibits ability to learn and apply new skills; keeps abreast of current developments; requires minimal supervision; displays understanding of how job relates to others; maintains confidentiality per policy and regulations; fluent in Microsoft Office programs, including Word, Excel, PowerPoint and Outlook and job related software and computers; uses resources effectively; pursues training and development opportunities; adapts to new technologies; keeps technical skills up to date.

Problem Solving - Identifies and resolves problems in a timely manner; gathers and analyzes information skillfully; develops alternative solutions; works well in group problem solving situations; uses reason even when dealing with emotional topics; adapts to changes in the work environment; changes approach or method to best fit the situation.

Planning/Organizing - Prioritizes and plans work activities; uses time efficiently; plans for additional resources; sets goals and objectives; develops realistic action plans.

Quality Management - Looks for ways to improve and promote quality; demonstrates accuracy and thoroughness; applies feedback to improve performance; monitors own work to ensure quality.

Safety and Security - Observes safety and security procedures; determines appropriate action beyond guidelines; reports potentially unsafe conditions; uses equipment and materials properly.

Teamwork - Exhibits objectivity and openness to others' views; gives and welcomes feedback; establishes and maintains effective relations; exhibits tact and consideration; offers assistance and support to co-workers; works cooperatively in group situations; works actively to resolve conflicts.

Lead Worker

Provides vision, inspires and motivates others to perform well; effectively influences actions and opinions of others; gives appropriate recognition to others; inspires respect and trust.

Ensures frequent, timely, and detailed communications with manager. Discusses and resolves daily team and employee needs, ideas and concerns.

Coordinates daily work; ensures progress toward goals; fosters team cooperation; supports group problem solving; includes staff when needed; makes self available to staff; provides regular performance feedback; develops subordinates' skills and encourages training and development; communicates changes effectively; builds commitment and overcomes resistance; prepares and supports those affected by change; monitors transition and evaluates results.

Solicits and applies customer feedback (internal and external); fosters quality focus in others; continually works to improve supervisory skills; addresses difficult situations or consults with manager; maintains objectivity; keeps emotions under control; uses negotiation skills to resolve conflicts; exhibits sound interviewing skills; presents positive, realistic view of the organization; displays willingness to make decisions; exhibits sound and accurate judgment; supports and explains reasoning for decisions; includes appropriate people in decision-making process; makes timely decisions; develops workable implementation plans.

Qualifications

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Education and/or Experience

High School Diploma or general education degree (GED) and completion of accredited Medical Assisting Program. One-year related experience and/or training is preferred.

Certificates, Licenses, Registrations

WA State Medical Assistant Certified or Interim License or enrolled in CHCW medical apprenticeship program.

Bilingual

Select positions require bilingual in Spanish/English. Bilingual test must be passed at the level required for these positions.

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 this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is regularly required to use hands to finger, handle, or feel and talk or hear. The employee is frequently required to stand; walk and reach with hands and arms. The employee is occasionally required to sit; climb or balance and stoop, kneel, crouch, or crawl. The employee must occasionally lift and/or move up to 25 pounds. Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception and ability to adjust focus.

Work Environment

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is occasionally exposed to fumes or airborne particles. The noise level in the work environment is usually moderate.

Employee Signature

Date

Employee Print Name

Supervisor Signature

Date