

## JOB DESCRIPTION

<b>POSITION TITLE:</b>	Senior Medical Assistant Team Lead
<b>LOCATION:</b>	HOPE Clinic - Main
<b>REPORTS TO:</b>	Clinical Services and Quality Improvement Director
<b>EDUCATION:</b>	High School diploma or GED. RMA or CMA required
<b>WORK EXPERIENCE:</b>	4 years or more in healthcare preferred
<b>SALARY RANGE:</b>	\$12 - \$20/hour
<b>FLSA STATUS:</b>	Hourly – Non-Exempt
<b>POSITION TYPE:</b>	Full-Time
<b>POSITION REQUIREMENTS:</b>	Completion of a program of training for Medical Assistants is required

*HOPE Clinic is an equal opportunity employer, dedicated to a policy of non-discrimination in employment on any basis including race, creed, color, age, sex, religion or national origin.*

### JOB SUMMARY:

Senior Medical Assistant Team Lead works under the Clinical Services and Quality Improvement Director to assist with maintaining efficient patient flow and quality care during clinic hours. They are responsible for supervisory duties for medical assistant staff within their department. This position will train new staff in their department.

### MAJOR DUTIES & RESPONSIBILITIES:

- Provide support for the medical assistant team, which includes all function of a medical assistant.
- Place patients in exam rooms, obtain history and vital signs, and document in the medical records.
- Assist in the examination and procedures for patients with provider.
- Maintains confidentiality when interacting with patients, families, personnel and public.
- Assist in the supervision of work and performance of clinic staff including, medical assistants and other support staff, as instructed, including input for performance reviews and corrective action plans as needed.
- Provide treatments as ordered such as aerosol treatments, immunizations, and injections.
- Assess medical and medical education needs of the patient and provide education as directed by provider.
- Discharge patients giving all patient documents and provider instructions.
- Perform laboratory and diagnostic procedures such as venipuncture, urinalysis, glucose, hemoglobin, and electrocardiogram.

- Provide translation assistance as needed.
- Triage patients in person and on the telephone.
- Answer telephone calls and messages within the same day.
- Provide education and instructions on lab and diagnostic results, medication refills by telephone and in person for patients.
- Keep patient exam rooms and nursing station stocked with supplies and organized.
- Review the providers schedule throughout the day and prior to the start of shift to ensure patient flow.
- Follow-up on no show appointments as directed by providers.
- Work with other team members and managers to implement daily duties and new programs as needed.
- Assess staffing levels and participates in recruiting and hiring efforts, trains new staff and provides performance reviews as scheduled by policy.
- Work with staff that needs additional education and training, counsel staff who need remedial action and follows clinic policy for staff corrections.
- Report adverse events or incidents and patient feedback/comments to supervisor.
- Host regular team meetings to disseminate information, improve team communication and work processes among the team members.
- Participate in performance improvement activities, staff trainings, and weekly team huddles.
- Report errors or issues promptly to supervisor.
- Maintain security of medical records and patients health information according to HIPAA standards.
- Coordinate the inventory, ordering and supply stock maintenance of medical supplies using appropriate systems.
- TVFC (vaccine count and report the inventory to state monthly)
- Assign MA daily and monthly schedule
- Handle Synagis patient
- Handle vaccine sales resp and sample resp as needed Eg.Nebulizer machine
- Main contact for ImmTrac (adding new users and renew the site agreement yearly)
- Assign MA to recall pt list who is missing vaccines (Tdap, HPV)
- Ensure that our patients get the best possible care.
- Assist with other administrative projects and tasks as needed.
- Attend on-site/off-site community engagement activities and on-site/off-site clinic events as needed.
- Perform other duties as assigned to support HOPE Clinic's Mission, Vision and Values.

#### **QUALIFICATION REQUIREMENTS:**

- Minimum of four years in health education, patient navigation, and/or health clinic patient assistance field preferred.
- Medical Assistant Certification required.
- Knowledgeable of and maintains HIPAA standards of privacy and confidentiality.
- Microsoft Office

- Must be able to utilize the Internet.
- Strong written and oral communication skills.
- Must be detailed oriented and able to handle multi tasks.
- Excellent customer service skills.
- Must be able to handle multiple tasks, complexity, and diversity of customers.
- Insurance and medical experience preferred.

**EDUCATION and/or EXPERIENCE:**

- High School diploma or GED is required; Associate Degree preferred. Completion of a program of training for Medical Assistant is required.

**TRAVEL REQUIREMENTS:**

- Ability to travel to satellite sites and/or off-site locations for events or training as needed;
- Proof of liability and property damage insurance on vehicle used is required.

**LANGUAGE SKILLS:**

Ability to read, analyze, and interpret general health and social services guidelines, technical procedures or governmental regulations. Ability to write reports, health correspondence and procedure manuals. Ability to effectively present information and respond to questions from groups or patients, center staff, and the general public.

**MATHEMATICAL SKILLS:**

Ability to add, subtract, multiply and divide in all units of measure, using whole numbers, common fractions, and decimals. Ability to compute rates, ratios, and percentages.

**REASONING ABILITY:**

Ability to solve practical problems and deal with a variety of concrete variables in situations where only limited standardization exists. Ability to interpret a variety of instruction furnished in written, oral, diagram, or schedule form.

**OTHER SKILLS and ABILITIES:**

- Bilingual (Vietnamese, Chinese, Arabic and/or Spanish with English) is preferred.
- Above average skills in language ability as well as public speaking and writing.
- Must have good transportation and a valid Texas Driver's license.

**WORK COMPLEXITY/INDEPENDENT JUDGEMENT:**

Work tasks are often straightforward, routine, structured and guided by established policies and procedures. Little, if any, independent judgment is required, outside of making basic choice in the selection and application of established methods. The job received frequent, ongoing supervision.

**PROBLEM SOLVING:**

Decisions are made on routine matters affecting few individuals and usually within the confines of the job's own department. Specific job activities and results are typically reviewed closely. There are limited requirements for developing new ideas or changes in methods, procedures or services.

**COMMUNICATION/INTERACTIONS:**

Information sharing - gives and receives information such as options, technical direction, instructions and reporting results. Interactions are mostly with patients, own supervisor and coworkers in own and other departments.

**IMPACT OF DECISIONS:**

Follow rules and procedures. Decisions can have minimal impact to HOPE Clinic. Errors can be readily detected, usually by the employee, and, if made, would result in minor expense for correction.

**CUSTOMER RELATIONSHIPS:**

Follow through with customer inquiries, requests and complaints. Forward difficult and non-routine inquiries or requests to appropriate level for resolution.

**AMERICANS WITH DISABILITIES SPECIFICATION:**

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 essential duties of this job, the employee is regularly required to stand, sit, talk, hear, stoop, kneel, and use hands and fingers to operate a computer and telephone keyboard reach.
- Specific vision abilities required by this job include close vision requirements due to computer work.
- Light to moderate lifting (up to twenty pounds) is required.
- Ability to uphold the stress of assisting patients of diverse backgrounds.
- Regular, predictable attendance is required.

**WORKING/ENVIRONMENTAL CONDITIONS:**

Work is normally performed in a typical health clinic work environment which may or may not subject the employee to hazardous or unpleasant elements, noise, crowds, confined/restricted but fire hazard approved desk spaces/rooms and varying temperatures at the clinic. There may be occasional off-site/outdoor assignments with exposure to heat/cold, wet/humid, dry/arid airs or temperatures.

*HOPE Clinic is a smoke free and drug free workplace in compliance with federal guidelines.*