

**COMPREHENSIVE COMMUNITY HEALTH CENTERS, INC.
JOB DESCRIPTION**

EFFECTIVE DATE: April 30, 2018

REVISION DATE: August 1, 2024

POSITION: LEAD MEDICAL ASSISTANT

REPORTS TO: OFFICE MANAGER

FLSA STATUS: NON-EXEMPT

JOB SUMMARY

The Lead assists the Office Manager in managing back office operations. Duties include: Monitoring patient flow, referral sources and covers back office employees during their breaks and lunches. Ensure an efficient and qualitative operation through effective planning, leading, controlling and organizing.

ESSENTIAL DUTIES AND RESPONSIBILITIES

- Insure proper training of back office staff through development and implementation of training program that meets the scope of practice for medical assistants.
- Retrain staff as needed.
- Handles patient relations including listening to patient complaints for services.
- Interface with patients, vendors, referring physicians to resolve any issues concerning patient care.
- Insure proper maintenance of crash cart and other medications and supplies i.e. Oxygen, emergency kits etc. required for appropriate patient care. Responsible for insuring that expiration dates are properly tracked.
- Interview potential new hires for back office positions.
- Order and maintain the stock of in-house medications.
- Order and maintain Vaccine Supply. (per par level established for corresponding site)
- VFC/VFA tracking and reporting of state funded vaccines)
- Maintain websites i.e. Care 360 Insure staff is adequately trained in access and use of these websites.
- Ensure refrigerator logs and sterilization log are accurately maintained and current.
- Track calibration of equipment according to manufacturer's suggested schedule.
- Assist Administration with any projects or protocol development as needed.
- Help facility prepare for Audits, Evaluations, Re-evaluations,
- Participate in the review of staff.
- Assist in handling, evaluating and solving daily problems and issues which may arise within the facility. (Including appropriate incident reporting processes when applicable)
- Assist with trouble shooting minor computer issues.
- Prepare Call Back list on daily basis.
- Help with ongoing Medical Assistant Performance Measures.
- Coordination of staff time off request.
- Assure providers have adequate support/coverage.
- Ensure that established workflows are being followed.
- Reports malfunctioning equipment to Office Manager.
- Ordering and tracking of medical supplies.

PATIENT EXPERIENCE EXPECTATIONS

- Support the implementation of patient experience strategies.
- Active engagement with patient experience activities and initiatives
- Conduct regular observations of patient interactions and provide feedback.
- Collaborate with peers and leadership to deliver training and guidance to staff.
- Assist in analyzing patient feedback and survey metrics, identifying areas for improvement, and developing action plans.
- Model high standards of patient service.

EDUCATION AND EXPERIENCE

- High School Graduate or GED
- Medical Assistant Certificate
- 1 year of experience preferred
- CPR Certified

KNOWLEDGE, SKILLS AND ABILITIES

- Ability to find solutions when barriers are identified.
- Strong documentation skills.
- Ability to multi-task and prioritize when needed.
- Ability to independently seek out resources and work collaboratively.
- Ability to read, understand and follow oral and written instructions.
- Experience and work ethics that supports working within a high functioning, team-oriented environment.
- Demonstrates a willingness and ability to work under supervision.
- Ability to develop and maintain good working relationships with staff.
- Ability to use computer and learn new software programs.
- Excellent interpersonal skills reflecting clarity and diplomacy and the ability to communicate accurately and effectively with all levels of staff and management.
- Demonstrates ability to work in a regulatory climate that includes oversight of state and federal entities, payer contracts etc.
- Possesses ability to communicate effectively, both verbally and in writing.
- Possesses genuine respect for others and acceptance of their individual social and cultural traits.
- Proficient knowledge of Microsoft Outlook.
- Able to travel and attend professional meetings, conferences, trainings and clinic sites.
- Demonstrate flexibility, enthusiasm, and willingness to cooperate while working with others in multi-disciplinary teams.
- Ability and willingness to work cooperatively with others
- Ability to be highly organized.
- Ability to work independently.
- Ability to speak effectively with vendors as well as employees.
- Ability to create and prepare reports.

- Must have analytical and problem solving abilities.
- Ability to apply common sense understanding to carry out instructions functions furnished in written, oral, or diagram form.
- Ability to read, write and communicate effectively.
- Ability to present information in an easily understandable manner.
- Ability to organize and prioritize work with minimum supervision.
- Proficiency with computer applications such as Microsoft Excel, Power Point and Word.
- Flexible and able to multi-task; can work within an ambiguous, fast-moving environment, while also driving toward clarity and solutions; demonstrated resourcefulness in setting priorities and guiding investment in people and systems
- Performs other related duties as assigned.

PHYSICAL DEMANDS

Position requires prolonged sitting at a computer, some bending, lifting, stooping and stretching. Good eye-hand coordination and manual dexterity sufficient to operate a computer keyboard, photocopy machine, telephone, and other office equipment is also required. Employee must have normal range of hearing and eyesight.

NOTE: The essential job functions for this position include, but may not be limited to those listed in this job description. Employees hired for this position must be able to perform the essential functions of this job without imposing significant risk of substantial harm to the health or safety of themselves or others

I acknowledge and agree to the terms of the job description:

Employee Name

Date

Employee Signature

Supervisor's Name

Date

Supervisor's Signature