

Job Title	Lead Medical Assistant/Health Coach (MA/HC)
Annual Salary	Commensurate with qualifications and experience.
Reports To	Chief Quality Officer
Travel Requirements	Travel on and off the Island when meetings/trainings require travel
Type of Position	Regular full-time
Overview	<p>The Lead Medical Assistant/Health Coach assists in examination and treatment of patients to ensure patient needs are met in accordance with instructions of Medical Director/Nurse Practitioner, Nurse Practitioner, Physician's Assistant, Clinic Manager and health center's policies and procedures. Has responsibilities that include patient/client/community outreach, advocacy and support; bridging cultural gaps (and fostering greater capacity) between and among staff, patients and the larger community; providing culturally appropriate health education, information and where appropriate, direct services; key performance measure data input and management/tracking. Manages MA/HC schedules, supplies, and schedules and conducts meeting with the MA/HC team. Provides orientation and training for new MA/HC and ensures ongoing training is provided for MA/HC's. Ensures data entry requirements are consistently maintained. Works closely with the Chief Quality Officer to ensure coverage needs for the care team are met.</p>
Minimum Skills, Experience, and Educational Requirements	<p>Certified Medical Assistant or Licensed Practical Nurse Preferred, Emergency Medical Technician, or Certified Nurse's Aide will be considered. One to two years related experience preferred. Preference will be given to individuals fluent in Brazilian Portuguese. Previous experience working in a primary care setting preferred. Computer literate in systems required including Microsoft Office Word, Power Point, Excel. Strong organizational skills and demonstrated success in prioritizing multiple tasks and duties.</p> <p>Excellent verbal and written communication skills;  Strong interpersonal skills and ability to work with a team;  Working knowledge of health care prevention and promotion, experience preferred;  Demonstrated ability to work independently and handle related tasks and projects;  Interest in health and community services, strong familiarity with the Island community;  Willingness to travel on and off the Island when meetings/trainings require travel.</p>
<b>Responsibilities</b>	
<ul style="list-style-type: none"> <li>▪ MA Lead: <ul style="list-style-type: none"> <li>○ Collaboratively maintains schedule of MA/HC</li> <li>○ Plans and conducts monthly meetings of MA/HC</li> <li>○ Orientation and training of new MA/HC</li> <li>○ Ensures ongoing training of MA/HC</li> <li>○ Assists with Employee Engagement Goal Planning</li> <li>○ Sits on Behavioral Interviewing Committee when requested</li> <li>○ Participates on QI Committee, represents MA perspective</li> <li>○ Participates on Leadership Team, conveys information to MA team</li> </ul> </li> <li>▪ Clinical Supply management and Flow <ul style="list-style-type: none"> <li>○ Assigns MA/HC to rooms for stocking of supplies, with CQO, monitors compliance and competencies</li> <li>○ May participate on Patient Flow Committee, other workgroups as needed</li> </ul> </li> <li>▪ MA Duties <ul style="list-style-type: none"> <li>○ Interviews patients, measures vital signs, such as pulse rate, temperature, blood pressure, weight, and height, and documents information on patient records.</li> <li>○ Prepares examining rooms for examination of patients.</li> <li>○ Positions instruments and equipment</li> <li>○ Prepares equipment and assists in procedures as necessary</li> </ul> </li> </ul>	

<ul style="list-style-type: none"> <li>○ Prints and gives lab requisitions to patient or transmit to lab</li> <li>○ Performs and documents lab test performed in office</li> <li>○ Collect and/or processes specimens to send to external lab</li> <li>○ Conducts clinic services (EKG, Pulse Oximetry, vision screen)</li> <li>○ Tracks and follows up on labs and imaging results</li> <li>○ Notify patients of lab and diagnostic tests results</li> <li>○ Schedules client visits, extracts and inputs performance measure data into patient registry, runs monthly registry reports;</li> </ul>	
<ul style="list-style-type: none"> <li>▪ Patient Centered Medical Home                             <ul style="list-style-type: none"> <li>○ Member of PCMH teamlet, Care Team Member, participates in patient huddles</li> <li>○ Maintains communication with the provider on changes in the patient's status</li> <li>○ Support-person for the patient</li> <li>○ Patient educator and encourager</li> <li>○ Collaborate with patient to set self-management goals/create action plans/assess barriers to reaching goals</li> <li>○ Connect to clinic and community</li> <li>○ Support and encourage positive changes</li> <li>○ Provide patient education and skill building materials</li> <li>○ Performs basic housekeeping functions as necessary</li> </ul> </li> <li>▪ Professionalism                             <ul style="list-style-type: none"> <li>○ Implicit in the spirit of this job description is an expectation that the medical assistant will work in a highly professional and collaborative manner with medical colleagues and all other staff members in caring for the Center's patients.</li> </ul> </li> <li>▪ Punctuality                             <ul style="list-style-type: none"> <li>○ The expectation is also for the medical assistant/health coach to be punctual for all clinical sessions and scheduled meetings</li> </ul> </li> <li>▪ Cultural Diversity and Inclusion                             <ul style="list-style-type: none"> <li>○ Works with staff and clients to bridge cultural and linguistic gaps;</li> </ul> </li> <li>▪ Quality Improvement                             <ul style="list-style-type: none"> <li>○ Open to suggestions from all staff that may result in improvements to processes or outcomes and will embrace continuous improvement</li> <li>○ In collaboration with Chief Quality Officer and Chief Clinical Officer, assists and takes direction on various chronic disease management projects from.</li> </ul> </li> <li>▪ Confidentiality                             <ul style="list-style-type: none"> <li>○ Strictly maintains client confidentiality, models HIPAA-compliant behavior</li> </ul> </li> </ul>	
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