



JOB TITLE: LEAD MEDICAL ASSISTANT (LMA)

REPORTS TO: Clinical Supervisor, Clinical Manager, Clinical Director

OVERVIEW: The Lead Medical Assistant (LMA) works under the Medical /Clinical Director to assist with maintaining efficient patient flow and quality care during clinic hours. This position assists the supervisors in training new staff. The LMA works as part of a health care team including physicians, nurse practitioners, patient services representatives, medical records, front desk, and medical assistants to provide comprehensive care in a non-judgmental manner.

RESPONSIBILITIES:

The following reflects management's definition of essential functions for this job but does not restrict the tasks that may be assigned. Management may assign or reassign duties and responsibilities to this job at any time with reasonable accommodation.

1. Provide back up support for the medical assistant team, which includes all functions of a medical assistant.
2. Assist in supervision of work and performance of clinic staff including front desk, medical assistant and other support staff, as instructed, including input for performance reviews and corrective action plans as needed.
3. Oversee and train new existing staff along with the clinic manager.
4. Assist with intake, financial screening, scheduling, and set-up for patient visits.
5. Assist with the training of medical assistants on health education, policies and procedures and laboratory services. Assist in providing on-going supervision to same staff.
6. Assist as needed including medication refill requests, specialty and procedure referrals, pre- and post-clinic chart review.
7. Review charts, lab test results, and encounter forms for completeness and to assess follow-up as needed.
8. Assist with clinic scheduling problem solving, patient wait times, and other areas of concern to increase efficient and quality services.
9. Assist with the coordination or work with the Preventative Health Coordinator and Pediatric Immunization Coordinator for follow up on missed appointments, reminder calls, lost to care calls, and high-risk referrals.
10. Works collaboratively with clinic staff on programs to improve patient outcomes. Assist in organizing and participating in quality improvement activities using the PDSA model to improve systems/services.
11. Perform other administrative tasks and clinical care as assigned by Clinic Manager.
12. Coordinate the inventory, ordering and supply stock maintenance of medical supplies.
13. Provide sick/vacation leave backup for patient services representative, medical records specialists, medical assistants, and other clinic support staff when no other resources available.
14. Assist with other administrative projects and tasks as needed.
15. Assist with daily monthly quality assurance reviews including emergency kit check off.

16. Performs other duties as assigned by management.

MINIMUM POSITION REQUIREMENTS:

Education & experience: College or trade school education, high school diploma, or equivalent. Completion of medical assistant training program required. Phlebotomy certification a plus. Minimum of one year experience in an outpatient medical clinic or hospital, medical office setting. Professional leader experience is a plus.

Special Skills/Equipment: Bilingual English/Spanish is a plus. Perform phlebotomy and basic laboratory duties. Must provide proof of current driver's license and auto insurance. Demonstrate the skills to provide age-appropriate care to the clients of the clinic. Demonstrate knowledge of the principals of growth and development over the life span and possess the ability to interpret information relative to the patients age related needs.

Expectations: Attendance and punctuality is necessary. Ability to work well with a multidisciplinary team. Ability to problem solve and be self-motivated. Must have a commitment to excellence and high standards. Must have excellent written and oral skills, strong organizational, problem-solving and analytical skills. Must have ability to multitask, manage priorities and workflow. Required to have versatility, flexibility and a willingness to work within constantly changing priorities with enthusiasm and have acute attention to detail. Able to operate computer software with training. Expected to have strong interpersonal skills and have the ability to understand and follow written/verbal instructions. Able to work independently with little or no supervision. Required to have the ability to deal effectively with a diversity of individuals at all organizational level and with external customers.

Physical Requirements and Work Environment: **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.* Ability to operate office requirement, including computer and copier equipment. Must be able to sit or stand for long periods of time, with occasional walking. Ability to bend and lift up to 25 pounds. Hearing and vision required.

SALARY/BENEFITS:

Compensation depends on experience and is competitive.

This document does not create an employment contract, implied or otherwise, other than an "at will" relationship. My signature below is to acknowledge that I have received a copy of this job description. I have read and I understand the information contained herein. If I have any questions about the content of this job description, I can contact my Supervisor/Manager or Human Resources.

Employee Name (please print)

Employee Signature

Date