

VALLEY MEDICAL CENTER

Job Description Clinic Network

TITLE:	Clinical Coordinator- MA
ROLE:	See criteria for <u>Clinical</u> Support Partner for generic job duties.
AREA OF ASSIGNMENT:	Outpatient Primary Care Clinic
HOURS OF WORK:	Days
RESPONSIBLE TO:	Clinic Manager

Prerequisites:

1. Graduate of an accredited Medical Assistant Program
2. The ability to obtain the Washington State Health Care Assistant Certificate.
3. Preferred certification with the National Association of Medical Assistants.
4. Demonstrated comfort, knowledge and understanding of information technology.
5. Valid Cardio Pulmonary Resuscitation Card (CPR).

General Qualifications:

1. Comprehensive knowledge of MA scope and role.
2. Demonstrates ability to act independently within the scope of the practice.
3. Demonstrates effective interpersonal skills.
4. Demonstrates good communication skills in a diverse population.
5. Demonstrate leadership ability, as well as, ability to problem solve and effectively make decisions.
6. Demonstrate flexibility and manageability of multiple demands.
7. Ability to communicate and work effectively with the physical and emotional development of all age group

TYPICAL PHYSICAL/MENTAL DEMANDS, ENVIRONMENT AND WORKING CONDITIONS:

A) Generic Job Functions: See generic job description for Clinical Partner.

B) Unique Job Functions:

1. Assure smooth progression of the patient schedule daily.
2. In conjunction with and under the guidance of the RN Coordinator participate in all quality management initiatives.

3. In conjunction with and under the guidance of the RN Coordinator participate in all agency regulatory compliance activities.
4. In conjunction with the RN Coordinator assure nursing staff's understanding and compliance with policy and process.
5. Act as a resource person to staff delivering patient care, regarding clinical practice, policies, and procedures as needed.
6. Act as a liaison between clinic, other hospital departments and community resources.
7. Assist the RN Coordinator in development and implementation of policies and procedures.
8. Participate in the fiscal management of the clinic.
9. In conjunction with the RN Coordinator the MA Coordinator is specifically responsible for managing the day to day flow and oversight of Medical Assisting staff.
10. May participate in interviewing and hiring of staff.
11. Attend required meetings.
12. Assist in the performance appraisals of personnel through documentation and input to the RN Coordinator and Clinic Manager if applicable.
13. Communicate with leadership team regarding progressive guidance for Medical Assisting staff.
14. Assist Medical Assisting staff with problematic patients.
15. Responsible for providing first line of defense back-up to Medical Assistants in times of staffing challenge.
16. Provide patient education per written and approved educational resources and upon RN and provider request.

C. General Duties (or oversight of activities) to include but not limited to:

The MA Coordinator reports to the RN Coordinator and Clinic Manager. The Medical Assisting Staff report to the MA Coordinator, the RN Coordinator and Clinic Manager.

Assist with Vaccine and immunization program (reports to the State, guideline compliance, labels and tracking)

Responsible for assuring daily QA is completed.

Schedules (daily review of schedules, help with difficult to schedule patients, procedure scheduling, urgent procedures)

Participate in overall management of the clinic (clinical operations, advanced access etc.)

Reviewed: 2/3/2009

Revised 10/17/01, 10/07/04, 10/24/2006, 12/7/2009