**JOB SUMMARY:** Responsible for organizing, coordinating, and providing COVID-19 coordination services to patients within the CHC in close coordination with care teams. Responsible for all COVID-19 care coordination under the direction of the Chief Health Officer. Works within a progressive, team-based care model to manage patient care. Responsible for COVID-19 care coordination to determine the best way to manage patient care within the CHC’s care team; facilitates patient care throughout the entire patient visit as well as manages patient flow on the care team while contributing to continuity of care.

**MINIMUM QUALIFICATIONS:**

* **Language**: Oral and written fluency in English and oral fluency in Spanish required.
* **Education:** High school diploma or GED. Graduate from a medical assistant program.
* **Experience:** One-year experience in community/public healthcare required. Experience in multi-group health center setting preferred. EMR experience helpful.
* Ability to flourish in a team-oriented care model; strong team building skills.
* Demonstrated ability to work effectively with individuals of diverse races, ethnicities, ages and sexual orientations in a multicultural environment; strong initiative and the passion to advocate and provide healthcare to the underserved.
* Excellent leadership skills and basic computer literacy required.
* **Certification/Licensure/Registration:** Valid Driver’s License.

**ESSENTIAL DUTIES & RESPONSIBILITIES:**

* Under the direction of the Chief Health Officer, design and implement a COVID-19 office management plan that includes patient flow, triage, testing, treatment, and design.
* Implement mechanisms and policies that promptly alert key facility staff including infection control, health care epidemiology, facility leadership, occupational health, clinical laboratory, and frontline staff about known suspected COVID-19 patients (i.e. PUI).
* Train and educate staff with job-or task-specific information on preventing transmission of infectious agents.
* Educate staff on how to advise patients about changes in office procedures (e.g., calling prior to arrival if the patient has any signs of a respiratory infection and taking appropriate preventive actions) and developing family management plans if they are exposed to COVID-19.
* Manage PPE Inventory and order appropriate materials and supplies. Provide guidance for optimizing use of PPE or reusing PPE.
* Implement alternative patient flow systems. Distribute respiratory prevention packets.
* Assume responsibility and accountability for the quality of care delivered; works to ensure a safe environment for themselves, the patient and other staff members.
* Act as a patient advocate that always promotes the quality of health care delivered in the facility and serve as a leader to promote best practices.
* Ensure all verbal or telephone orders are countersigned within forty-eight (48) hours.
* Participate in the development and modification of a patients plan of care.
* Perform delegated tasks, activities and functions that are consistent with prior educational preparation and within the scope of practice.
* Implement patient education based on established teaching plans, and collaborate with community partners such as schools, and other family-oriented organizations.
* Utilize patient registries to support the coordination and management of patients by care teams, particularly COVID-19, diabetes, hypertension and well-care registries.
* Coordinate with Referral Coordinator, Breast Health and Prenatal care staff leads to engage patients in care.
* Coordinate closely with case manager to address non-medical needs and barriers to care.
* Communicate patient needs, plan of care, and changes in status with the PCP, team and the patient/family.
* Assist patients in problem solving potential issues related to healthcare system such as financial, social barriers, language barriers and transportation.
* Identify and utilize cultural and community resources.
* Establishes and maintains relationships with community partners such as schools and other stakeholders.
* Listen and addresses all voicemail messages within CHC’s timeframe.
* Remind patients of scheduled appointments via phone or mail.
* Other duties as assigned.

**KNOWLEDGE, SKILLS AND ABILITIES:**

* **Knowledge, Skills and Abilities:** Ability to execute work plans independently and with flexibility. Ability to multitask, prioritize work and meet deadlines. Creative and positive approach to communication and problem solving. Possess excellent communication and listening skills.
* **Respect**: Values culturally competent approach to working with low income and ethnic minority communities is a must.
* **Teamwork**: Contributes to building a positive team spirit; puts success of the team above own interest; supports everyone’s efforts to succeed; must be able to work well in multidisciplinary team settings.
* **Customer Service:** Strong customer service skills exhibited in excellent, unbiased and culturally appropriate customer service to patients and the community; ability to handle difficult and angry people constructively; savvy enough to interact with physicians and clients.
* **Interpersonal Skills:** Must have excellent written and verbal communications skills and presentation skills; focuses on solving conflict in cooperative manner, not blame; keeps emotions under control.
* **Cost and Time Consciousness**: Must know how to manage time and prioritize activities.
* **Diversity**: Shows respect and sensitivity for cultural diversity.
* **Ethics** **and Professionalism**: Treats people with respect and consideration regardless of their status or position and is accountable for own actions.
* **Organizational Support:** Follows policies and procedures established by CHC; visible to staff, offering support and modeling service behaviors and concern resolution process.
* **Safety, Confidentiality and Security:** Observes safety and security procedures; reports potentially unsafe conditions; uses equipment and materials properly. Maintain a secure and trusting environment as required by the Health Insurance Portability and Accountability Act (HIPAA).
* **Attendance/Punctuality:** Is consistently at work and on time, which is predetermined between the employee and the person(s) he/she reports to.
* **Engagement:** Required to attend annual all staff retreat and encouraged to participate in CHC’s fundraisers throughout the year.

The Medical Assistant/COVID-19 Care Coordinator is a part of the team of Medical Assistants. When not specifically focused on COVID-19, this position will jump into the MA rotation to help provide great integrative care for CHC patients.