



Position Title:	Medical Assistant Supervisor
Supervision Received:	Clinical Manager
Supervision Exercised:	Medical Assistants and Medical Assistant Educators
Department:	Nursing
Status:	Exempt /Full-time
Location:	Olathe, Montrose, Delta Clinics
Approved:	4/24/2020
Revised:	1/25/2021

Position Purpose: To provide consistent high-quality care to patients and evaluate the needs of patients at River Valley Family Health Center. This position participates in clinical staff meetings. This is a full-time position requiring 40 hours per week. This position will serve as coach and supervisor for the Medical Assistants who work on the POD teams in collaboration with the Clinical Manager.

ESSENTIAL FUNCTIONS/RESPONSIBILITIES:

- Provide day-to-day direct supervision/coaching of Medical Assistants, including working in collaboration with HR on disciplinary actions, feedback, and performance appraisals.
 - Manage MA pod/patient flow.
 - Manage tasks and patient/provider follow up with assistance from team.
 - Conduct one-on-one meetings with supervised staff on a regular weekly to monthly basis
 - Accomplish orientation, education, and training of new clinical pod staff in clinical support activities. This will include leading classroom trainings on clinical skills.
 - Facilitate and conduct Dinner and Learns/Team Meetings/Lunch and Learns with Staff.
 - Supervise proper routine cleaning and storage of medical equipment.
 - Ensure stocking of exam rooms is standard and complete.
 - Troubleshoot and coordinate solutions for Athena scheduling issues
 - Collaborate with the Clinical Manager on clinical supervision
 - Meet with Clinical Manager weekly
 - Collaborate with Clinical Manager to create and disperse new policies and procedures to medical assistant staff and ensure proper execution and understanding at all 3 clinical sites
- Participate on designated committees and task forces
- Able to effectively understand and show competency of the tasks and procedures required of a Medical Assistant in a primary care clinic setting.
 - Take vital signs
 - Perform CLIA waived laboratory tests
 - Take and document client’s history and chief complaint
 - Assist the provider with minor surgical procedures using sterile field
 - Performs phlebotomy services and processes specimens for send out

- Understand proper process for updating a patient's medical records for the provider visit by documenting clearly and correctly, assures that the right forms are in the medical record anticipating the needs of the visit.
- Provides health related education to patients and their families as needed.
- Provides investigation, feedback, and resolution to feedback forms of involved staff members

WORKING ENVIRONMENT/PHYSICAL ACTIVITIES:

- Requires periods of standing and walking.
- Requires long periods of time sitting while on the telephone and doing computer tasks.
- Requires enough near vision to be able to effectively read documents and computer screens.
- Essential to have ability to lift, carry, push, and pull up to 35 pounds.
- Essential to have ability to use routine office equipment such as computer, copy machine, fax, and telephone.
- Essential to have ability to stoop, kneel, bend, crouch, twist, and reach.
- Essential to have ability to hear routine conversations.
- Essential to have ability to comprehend both oral and written communications.
- OSHA Classification is Category I: All procedures or other job-related tasks that involve an inherent potential for mucous membrane or skin contact with blood, body fluids or tissue, or a potential for spills or splashes of these fluids.
- HIPAA Classification: Unrestricted Access: A workforce member with unrestricted access will have full access to patients' protected health information, including the patients' entire medical record, for patient care purposes.

Reports To: Clinical Manager

JOB SPECIFIC SKILLS/ABILITIES/QUALIFICATIONS AND EXPERIENCE:

- Must have a minimum of three (3) years' recent and provable experience in healthcare
- Completion of an approved education program for Medical Assistant or one to two years of on the job medical assisting training.
- Must have a minimum of three (3) years' experience as a supervisor.
- Knowledge of computers and Microsoft Office products, including Word, Excel, and Outlook: Internet/intranet, medical office software.
- Proven problem solving, program-development, negotiation, team building, and training skills required.
- Ability to establish and maintain effective, courteous working relationships with other staff, providers, employees, and the general public.
- Requires ability to present facts and recommendations effectively in oral and written form.
- Ability to work under pressure in a fast-paced environment.
- Ability to travel to all locations and to meetings outside of the service area.
- Ability to work flexible hours to meet job requirements.
- Experience and education in all FQHC compliance regulations
- BLS certification
- Ability to be a team player. Support and assist team members in daily tasks. Learn from other team members. Keep an open mind to feedback.

PLEASE NOTE: This job description is not intended to be an exhaustive list of all duties, responsibilities or qualifications associated with the job nor is it intended to be an employment contract, implied or otherwise.

REVIEW DATE: _____

SIGNED BY:

EMPLOYEE SIGNATURE DATE

SUPERVISOR DATE