

Lead Certified Medical Assistant



Department: Medical
Reports To: Director of Nursing
Job Family: Allied Health
FLSA Status: Exempt
Supervisor: Yes

Overview

The Lead Certified Medical Assistant functions as an integral member of the interdisciplinary health care team, providing the highest quality of care to the Health Care for the Homeless medical clients in accordance with the duties and responsibilities of the Certified Medical Assistant position. Additionally, the Lead assists the Director of Nursing in managing the team of Certified Medical Assistants as follows: setting and managing the assignment/schedule, orientation, training, competencies, ongoing performance evaluation and monitoring compliance with departmental policies and procedures.

Key Role Responsibilities

- Acts as leader of and resource for CMAs in the Fallsway adult medical clinic.
- Sets and manages the CMA assignment/schedule in the medical clinic
- Facilitates new CMA orientation
- Ongoing performance evaluation and improvement for medical CMAs
- Facilitates CMA training and competencies (both annual and as needed) to ensure that staff are competent in their job responsibilities.
- Works closely with the Director of Nursing to lead the work of CMAs in the clinic to ensure quality patient care is rendered and smooth clinic operation is achieved.
- Performs all duties of the CMA under direct supervision of the medical provider as part of the interdisciplinary team.
- Monitors compliance with departmental policies and procedures

Key Agency Responsibilities

In addition to role responsibilities, every staff member has the following responsibilities as a part of their employment:

- Models and reinforces the core values of dignity, authenticity, hope, justice, passion and balance
- Actively participates in performance improvement and advocacy activities that support the mission
- Protects clients' personal health information by maintaining compliance with HIPAA and other relevant health care-related IT security regulations
- Performs other duties on an as-needed basis

Knowledge, Experience, and Skills

Formal Education and Training

- High School degree or GED equivalent required.
- Graduation from an accredited Medical Assistant Training Program and/or successful completion of the Medical Assistant Certification Exam.

- Certified Medical Assistant required or successful completion of the CMA, RMA, NCMA or NRCMA, Medical Assistant Certification exam within 3 months of hire.
- Valid CPR certification required upon hire. Recertification required every two years.

Experience and Knowledge

- Five years’ experience in a medical practice setting is required in CMA capacity. Prior leadership or teaching experience is preferred.
- Medical terminology, basic anatomy and physiology, infection control, diagnostic testing and specimen collection procedures.
- Ability to learn and use a computer based patient appointment scheduling and registration system in addition to an electronic medical record system.

Skills

- Clinical skills as delineated within the CMA position
- Effective oral and written communication
- Problem-solving and conflict resolution
- Ability to work in a fast-paced environment
- Leadership

Working Conditions and Physical Requirements

Activity		Some	Freq	Work Position %	
Lift	0-50 lbs.	x		Sitting	25%
Carry	0-50 lbs.		x	Walking	50%
Push	0-50 lbs.	x		Standing	25%
Pull	0-50 lbs.	x			
Stoop, Kneel		x			
Crawl		x			
Climb		x			
Balance		x			

Physical Requirements		Hazards	
<i>Mark with an X if this is a physical requirement for this job.</i>		<i>Mark with an X if this is a potential hazard for this job.</i>	
x	Manual dexterity (eye/hand coordination)	x	Use of Latex Gloves
	Perform shift work	x	Exposure to toxic/caustic/chemicals/detergents
x	Maneuver weight of patients		Exposure to moving mechanical parts
x	Hear alarms/telephone/tape recorder		Exposure to dust/fumes
x	Reach above shoulder		Exposure to potential electrical shock
x	Repetitive arm/hand movements		Exposure to x ray/electromagnetic energy
x	Finger Dexterity		Exposure to high pitched noises
x	Color Vision	x	Exposure to communicable diseases*
x	Acuity – far	x	Blood born pathogen exposure
x	Acuity – near	x	Gaseous risk exposure
x	Depth perception		
	On Call		

**May be exposed to infectious disease with little likelihood of harm if established procedures are followed*

Health Care for the Homeless is an Equal Opportunity Employer