**Affinity Health Center**

**Position Description**

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| **Title:** | Medical Assistant Supervisor |
| **Department:** | Medical Clinic |
| **Reports To:** | Director of Quality and Patient Experience |
| **FLSA Status:** | Hourly, Non-exempt |
| **Date Revised:** | May 9 2022 |

**Vision:** Affinity Health Center’s vision is for a healthy and vibrant community where all people have access to exceptional and comprehensive healthcare.

**Mission:** Affinity Health Center serves the healthcare needs of our community by providing access to high-quality, comprehensive care with compassion, dignity and respect.

**General Summary**

Performs clinical and administrative support duties, under the supervision of the Clinic Operations Director; participates in Continuous Quality Improvement activities of the organization and the Performance Management System.

**Essential Functions**

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| **% Time** | **Function** |
| 75% | **Patient Care Process:** Responsible for implementing the Affinity Health Center model for patient care by incorporating daily huddles, red carpeting the patient and using motivational interviewing techniques to enhance the patient experience; using Quick Starts and presentations to the Provider to make patient appointments efficient. Assists assigned provider with patient visits to clinic, including checking patients in, recording vital signs, assisting with pap smears, using forms set up in the electronic health record, checking patients out and scheduling follow-up appointments. Administers vaccines and medications as appropriate. Collaborates with care team provider for that day’s patient visits and clinic flow. Responsible for cleaning exam rooms between and after patient visits. Responsible for turning on and off computers in exam rooms daily. Responsible for knowing how to document all quality measures related to position. Reports supply and resource needs to appropriate staff in a timely manner.  ***Competencies:*** Knowledge of procedures and flow of clinic; organizational skills; attention to detail |
| 8% | **Patient Care Preparation and In between visits:** Responsible for implementing the Affinity Health Center model for patient care; this includes chart prep and preparation for huddle reporting. This includes monitoring the Provider organizer in Electronic Health Record daily and working all documents and medication refills. Returns all medical phone calls within 24 hours.  ***Competencies:*** Knowledge of procedures and flow of clinic; organizational skills; attention to detail |
| 14% | **Supervision:** Responsible for training of clinic staff and assisting with ongoing development of medical assistants. Assist the Clinic Operations Director with training, development and evaluation of clinical processes. Give input and assist with creation of clinic team schedule and new clinic processes to enhance patient care. Be a role model for clinic staff, supporting the direction of Affinity leadership by being advocate for mission, vision and values. Provides direct supervision over medical assistants; monitors and discusses any program needs with Clinic Operations Director that are related to supporting the clinic team; responsible for performance management; reviews productivity reports. In collaboration with Clinic Operations Director, Medical Director and Medical Assistant Supervisor, performs periodic chart audits and provides feedback to medical support staff.  ***Competencies***: Leadership; organizational skills; attention to detail; ability to collaborate, lead and hold others accountable |
| 3% | **Other:** Retrieves, updates and scans records into the Electronic Health Record. Manages and works reports in a timely manner. Attends clinic team meetings and other meetings as indicated.  ***Competencies:*** Knowledge of procedures and flow of clinic; knowledge of *Electronic Health Record* |
| **100%** | **Total Essential Functions** |

**Education, Experience, etc.**

* Medical Assistant Certification required
* Phlebotomy certification preferred
* Experience in a medical office preferred
* Familiarity with medical terminology
* Valid Driver’s License preferred

**Working Conditions**

* Occasionally sits for long periods of time.
* Regularly works inside throughout the year.
* Regularly types and reads on a computer.
* Regularly communicates in-person, by telephone and written correspondence.
* Occasionally stands, stoops, reaches, pushes and pulls
* Rarely lift items 50 lbs or less
* Rarely non-traditional working hours
* Rarely travel (driving) may be required
* Rarely off site work required