



**VALLEY HEALTH TEAM**  
LIVE BETTER. VIVE MEJOR.  
JOB DESCRIPTION

|                       |                        |
|-----------------------|------------------------|
| POSITION:             | LEAD MEDICAL ASSISTANT |
| REPORTS TO:           | HEALTH CENTER MANAGER  |
| POSITIONS SUPERVISED: | NONE                   |
| CLASS:                | REGULAR                |
| CAT:                  | FULL-TIME              |
|                       | NON-EXEMPT             |

**BASIC FUNCTIONS:**

Under the direct supervision of the Health Center Manager, the Lead Medical Assistant (Lead MA), will provide support to the Medical Providers and the Health Center Managers with daily procedures related to patient care.

**DUTIES AND RESPONSIBILITIES:**

1. Act as the first level contact for the providers and staff in troubleshooting issues with back office operations.
2. Assist Health Center Manger with provider and support staff schedules.
3. Provide training for new medical assistants and externship students (e.g. safety orientation, infection control, MA skills testing, etc.).
4. Maintain optimal levels of medical and office supplies for the clinic.
5. Perform weekly medication audits to remove expired medication.
6. Communicate and monitor new clinical processes to the department/unit and assist with implementation.
7. Ensure smooth office operations which support teamwork and generate a positive attitude between front and back office staff.
8. Perform monthly clinic audits: preparation for Joint Commission Audits, Crash Cart, Narcotic Drug Audits, Refrigerator/Freezer Temperature Log/Audit, Biohazards Log/Audit, etc.
9. Coordinate completion of items on Medical Assistant task list.
10. Provide ongoing training sessions and distribute new information to providers and staff through trainings and communications.
11. Demonstrate use of and maintain inventory of all clinical forms for charts, quality and proper usage with the organization.
12. Assure medical assistant staff have cleaned exam tables after each patient and exam rooms are fully stocked with all necessary items.
13. Act as a liaison between Administration and Clinical Staff.
14. Report outstanding equipment issues to Health Center Manager and Chief Medical Officer to ensure repairs are done.
15. Assist with inventory and ordering of supplies.
16. Review and make certain that chart documentation is completed accurately and all necessary documents are attached.
17. Review all patient charts on a daily basis for completion and confirm all necessary forms are completed and placed in the charts.
18. Monitor staff customer service, address patient and employee issues and complaints.
19. Possess knowledge of safety and OSHA practices.
20. Demonstrate full understanding and knowledge on the Medical Assistant task list.
21. Ensure the proper disposal of all contaminated or potentially contaminated materials in accordance with Medical Department directives, center policy as well as state and federal regulation(s).
22. Perform all function in full compliance with the center's and the Medical Department Exposure Control Plan including but not limited to the use of Personal Protective Equipment and Universal Precautions.
23. On a temporary basis, may be required to work at any satellite facility.
24. Contribute to team effort by assisting other departments as needed and while maintaining confidentiality of VHT's business.

25. Work cooperatively with all staff members and outside sources in a professional manner to deliver a high level of service.
26. Observe and practice all VHT Patient Experience Service Standards as outlined in “World Class Practices: My Commitment to Care (which I have read and signed). Practice CICARE when interacting with patients, their families, visitors, or internal customers.
27. Practice CICARE phone etiquette during all phone interactions.
28. Always exercise courtesy whenever patients, family members, visitors and co-workers are present.
29. Respect privacy and dignity of our patients, family members, visitors and co-workers.
30. Maintain professionalism in the presence of patients, their families, visitors and co-workers.
31. Act as a role model, verbally and behaviorally demonstrating skill, enthusiasm, positive problem solving, commitment and loyalty to the profession and the organization.
32. Engage as a member of the care team caring for individuals in the community
33. Prep for and lead daily huddles
34. Promote and educate on evidence-based preventive care, chronic care needs, and self-management support
35. Deliver clinical screening tests and immunizations
36. Follow applicable regulations: Joint Commission, OSHA, HIPAA, and CLIA.
37. Serves and protects the practice by adhering to professional standards, policies and procedures, federal, state, and local requirements, and The Joint Commission Accreditation of Healthcare Organization standards.
38. Perform other related duties, which may be inclusive, but not listed in the job description.

**MINIMUM QUALIFICATIONS:**

1. Completion of accredited Medical Assistant program preferred; employee may be trained on the job in compliance with State regulations if needed
2. Current Basic Life Support card
3. Minimum one (1) year work experience
4. Willingness to work well with other healthcare providers
5. Commitment to the concept of preventative medicine and team approach to healthcare delivery
6. Willingness to participate aggressively in the expanded role of the medical assistant
7. Ability to learn about patients and their problems
8. Strong customer service skills (preferably within a service industry)
9. Ability to communicate effectively, both verbal and written
10. Must have strong organization skills; ability to multi-task
11. Modern office practices and procedures (including email)
12. Fluent conversational English/Punjabi or English/Spanish is preferred
13. Ability to be flexible with work schedule and available to work at all site locations
14. Must have own transportation, valid California Driver’s License and current proof of automobile insurance coverage
15. Demonstrated ability to provide world-class patient experience using CICARE principles and practices. Ability to be proactive and to go above and beyond the call of duty; take initiative to provide a world class patient experience in all encounters via email, phone or in person

**TYPICAL WORKING CONDITIONS:** The office setting is a normal work environment. Occasionally work during early morning, evening or weekend. May be subjected to temperature variances in the office.

**TYPICAL PHYSICAL DEMANDS:** Requires sitting, standing, or walking for up to eight hours a day. Some bending, stretching, or reaching may be necessary. Lifting up to 40 pounds may be required on occasion. Vision must be correctable to 20/20 and hearing must be in the normal range for telephone contact.

**WORK ENVIRONMENT:** The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee may come in contact with hazardous equipment such as liquid nitrogen, cleaning agents, and sharps. The noise level in the work environment is usually moderate but may become excessively loud with the increased patient flow during a busy clinic day.

I, the employee, understand the responsibilities and standards of my position as listed above, and I agree to fulfill them to the best of my ability. I understand I am an at-will employee and can be terminated at any time with or without cause. I also understand the Valley Health Team Inc. will not be responsible in any manner for termination's which are due to defunding of Federal or State Contracts. I also agree that the VHT Board of Directors have the right to modify the Personnel Policies which govern my employment at any time.

This organization is an Equal Opportunity Employer. It is our policy to comply with all applicable state and federal laws prohibiting discrimination in employment based on race, age, color, sex, religion, national origin, or other protected classification.

\_\_\_\_\_  
Employee's Signature

\_\_\_\_\_  
Date