



JOB DESCRIPTION

Certified Medical Assistant

Reporting to: Practice Manager

EEO Category: Service Workers

Created: 9/6/18

FLSA Classification: Non-Exempt

PRO: Medical Assistants

Modified:

POSITION SUMMARY

The Certified Medical Assistant will provide primary and behavioral health services to patients/clients as part of Aspire's integration team. This position demands a high regard for integrated or whole person care with knowledge of nursing practices with the seriously mentally ill population.

ESSENTIAL RESPONSIBILITIES

Clinical Services/Medical Assistant Services (45%)

- Connect with individuals and orient them to the psychiatric rehabilitation process and medical integration
- Provide medication monitoring/management to individuals
- Administer injections and perform TB testing, as assigned
- Process medication refill requests
- Complete vital signs and other measurements, as assigned
- Consult with providers and nurses for medication issues and follow through on lab orders and coordinate linkage for results
- Ensure follow through for physician orders
- Teach health related and medication skills and evaluate progress
- Set or fill medication boxes, as assigned
- Employ resources available to handle crisis situations
- Triage nursing calls, as assigned
- Update patient/client medical record
- Complete Medicaid, Commercial and/or Managed Care prior authorizations for medications
- Teach, counsel and monitor individuals on health issues relevant to their care

Coordination and Communication (35%)

- Build and maintain caring and trusting relationships with those we serve and their family members, as well as a strong working relationship with Aspire staff and supervisors
- Build and maintain a strong network of external relationships, which may include other health providers, other mental health/healthcare agencies, schools, and other community agencies
- Collaborate and effectively work within an Integrated Care Entity (ICE) treatment team and all parties involved, toward the identified goals of the individuals we serve
- Coordinate the collection of laboratory tests as required for the SAMHSA PBHCI grant
- Consult with other healthcare team members to coordinate the services of patient education, preventive care and disease management
- Serve as an advocate for whole person care in all clinical settings
- Participate in performance management and coaching; respond appropriately to direction and constructive criticism from management
- Provide ongoing communication and feedback to assigned supervisor regarding position responsibilities

Reporting and Documentation (15%)

- Responsible for timely, thorough and accurate documentation and billing in the Electronic Health Record (EHR) according to Aspire policies and procedures

- Keep timely, thorough and accurate progress notes, and document next steps accordingly
- Seek and routinely document clinical supervision on all individual cases
- Timely completion and maintenance of clinical and supportive documentation according to Aspire standards and as required by external agencies.
- Timely completion of all required departmental and/or organizational reports and/or documentation according to policies and procedures (e.g., PTO requests, expense sheets, training requests, TB documentation, car insurance, etc.)

Professional Development (5%)

- Complete and maintain compliance with required trainings and education required for the position
- Participate in appropriate team and/or administrative meetings, assigned committees, inservices, and other continuing education/training
- Proactively create and execute a professional development plan to stay current within field
- Maintain CEU expectations for licensure

CORE VALUES

- **People** – Passionately believes in people and embraces diversity
- **Integrity** – Does the right thing even when no one is looking
- **Laughter** – Believes that laughter is truly the best medicine
- **Learning** – Challenges old paradigms with critical thinking, curiosity and creativity
- **Accountability** – Sets an intentional culture of personal responsibility; believes everyone carries the load
- **Relationships** – Serves colleagues and consumers with love, empathy and compassion

POSITION-SPECIFIC COMPETENCIES

- **Problem-solver** - Critical, creative thinker in solving problems and reaching goals with those we serve in a patient manner
- **Collaborative** - Works cooperatively with patients/clients and family members (if applicable), as well as outside treatment agencies, to reach goals identified in integrated treatment plan
- **Detail-oriented** - Exercises discipline in maintenance of accurate documentation practices as related to patient records, training, and required grant documentation
- **Conscientious** – Produces consistent and polished work from established professional disciplines and guidelines; always works to meet high quality standards
- **Effective communicator** – Uses 2-way communication that demonstrates warmth, clarity, and professional consideration for the beliefs, values, and judgments of staff and those we serve.

CRITICAL FUNCTIONAL SKILLS & KNOWLEDGE

Education

- Graduate of a two (2) year Medical Assistant program accredited by the U.S. Department of Education highly preferred

Experience

- One (1) year directly related experience in a service capacity of individuals in need (e.g., children, youth, elderly, physically, emotionally and/or mentally disabled, special needs, nursing care, etc.) highly preferred
- Previous clinical experience in a medical setting highly preferred

Certification

- Must be certified by an accredited certifying body in the State of Indiana

Other

- Ability to meet or exceed metric standards that have been established for this organizational level or position within Aspire
- Strong ability to maintain strict confidentiality and handle highly confidential information with professionalism
- Must have strong customer service and interpersonal communication skills
- Must be able to demonstrate respect for patient/client confidentiality practices
- Knowledge of common safety hazards and precautions to establish a safe work environment.
- Must be able to work independently as well as collaboratively within a team setting

- Must be able to demonstrate the effective use of Aspire's Electronic Health Record (EHR)
- Must have the ability to empathize and be compassionate to patient/client needs
- Must possess the ability to learn and/or operate relevant computer operating system environments, and the ability to operate a variety of office equipment (fax machine, copier, scanner, computer, telephone system, etc.)
- Must be detail oriented, have excellent organizational skills, be flexible, and demonstrate good problem solving skills
- Must be able to learn quickly and grasp new procedures and concepts
- Ability to work well under pressure in a fast-paced, time sensitive environment with shifting priorities and multiple deadlines
- Show appreciation for and ability to respond to cultural differences, and adjust communication practices accordingly in order to minimize cross-cultural misunderstandings
- Ability to work and effectively deal with multiple types of personalities in a variety of situations
- Consistent work attendance and compliance with scheduled work hours (excludes approved FMLA absences)
- Must comply with all Aspire policies and procedures, as well as Aspire Indiana's Corporate Compliance Program as it applies to individual job duties, the department, and the company
- Exercise due diligence to prevent, detect, and report unlawful and/or unethical conduct by fellow co-workers, professional affiliates and/or agents
- Must have access to reliable transportation to travel to other sites for coverage, trainings and/or meetings
- Display a positive work ethic

PHYSICAL DEMANDS & WORKING CONDITIONS

The nature of work may generate considerable physical (transporting, assisting individuals, etc), mental and visual demands. The physical and working demands described here are representative of those that must be met by an employee to successfully perform the essential functions of the job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Office environment, travel within the community, as needed
- Ability to be flexible and work some evening hours as needed during the Monday - Friday period
- Heavy exposure/use of computers, cell phones office phones, etc.
- Daily, weekly, monthly and annual deadlines
- Ability to communicate effectively by phone or in person
- Specific vision abilities require close vision, distance vision, peripheral vision, depth perception and ability to adjust focus; must also have adequate vision to read correspondence(s), computer screen(s), form(s), etc.
- Frequently required to be physically mobile (stand, walk, reach, use hands and finger, stoop, kneel, crouch or crawl, climb, balance, bend) throughout work hours, and also the ability to sit for prolonged periods throughout work hours
- Manual dexterity sufficient to operate keyboard, copier, telephone, calculator, and the ability to write and/or type
- Ability to regularly lift files, open filing cabinets, climb to reach higher files and lift average-weight objects up to 25 lbs; must be able to occasionally lift and/or move 50 or more pounds
- Must be able to respond appropriately and effectively in crisis situations by using good judgment and following Aspire protocols

Background Checks

Employment is contingent on background checks as required by Aspire's policies which may include: Drug Test, Criminal History, Driving History Record, Sex Offender Registry Search, State Central Registry Check, Employment Verification, Education Verification, and Professional References

Supervisory Responsibilities

This position has no supervisory responsibilities

Work Hazard Category

Category I - Tasks that involve exposure or potential exposure to blood, body fluids or tissues. Appropriate protective equipment will be readily available to every employee engaged in Category I tasks

Employee Statement of Understanding

I have read and understand the job description for my position. I understand this job description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required for this job. Employees will be required to follow any other job-related instructions and to perform any other job-related responsibilities requested by their supervisor. Duties, responsibilities and activities may change at any time with or without notice.

I am able to perform all of the essential functions of this position. I agree to comply with the corporate compliance policy and all laws, rules, regulations and standards of conduct relating to my position. As an employee, I will strive to uphold the mission and vision of the organization. I am required to adhere to the values in all my interactions with customers and fellow employees.

As an employee, I understand my duty to report any suspected violations of the law or standards of conduct to my immediate supervisor.

Employee Signature

Date

Printed Name