



JOB DESCRIPTION

POSITION TITLE:	COVID Vaccine Medical Assistant Lead
LOCATION:	HOPE Clinic Main
REPORTS TO:	Clinical Nurse
EDUCATION:	High School diploma or GED. Associates degree preferred
WORK EXPERIENCE:	2 years or more in healthcare preferred
SALARY RANGE:	\$15-\$20 an hour - DOE
FLSA STATUS:	Hourly – Non-Exempt
POSITION TYPE:	Full-Time
LANGUAGE:	Bilingual English and Spanish required

HOPE Clinic is an equal opportunity employer, dedicated to a policy of non-discrimination in employment on any basis including but not limited to disability, race, creed, color, age, sex, religion, political or other opinion, national or social origin, etc.

JOB SUMMARY:

The COVID Vaccine Medical Assistant Lead will be responsible for outreaching for COVID Vaccine registration and all COVID vaccine activities at HOPE Clinic. Answer calls regarding COVID Vaccine questions on scheduling. Ensure a large volume of patients are registered for our recurring COVID Vaccine events. The COVID Vaccine Medical Assistant Lead will also be responsible for ensuring the vaccine team conducts appropriate documentation and data entry for all patients receiving a COVID vaccine. This position will coordinate with HOPE Clinic staff and outside organizations to host successful vaccine events in and out of the clinic setting. They will be responsible for vaccine inventory, ordering, management, and reporting work related to COVID Vaccine. This job will also provide on COVID testing for patients as needed by clinic schedule.

MAJOR DUTIES & RESPONSIBILITIES:

- Competency in front desk, eligibility and check out procedures;
- Place patients in exam or vaccine area/rooms, obtain history and vital signs, and document in the medical records as appropriate;
- Assist in the examination and procedures for patients with provider;
- Provide treatments as ordered such as aerosol treatments, immunizations, and injections;
- Assess medical and medical education needs of the patient and provide education as directed by provider;
- Discharge patients giving all patient documents and provider instructions;

- Perform laboratory and diagnostic procedures such as venipuncture, urinalysis, glucose, hemoglobin, and electrocardiogram for regular or emergency treatment as needed;
- Provide education and instructions on lab and diagnostic results, medication refills by telephone and in person for patients;
- Provide translation assistance as needed;
- Triage patients in person and on the telephone;
- Answer telephone call and messages within the same day;
- Keep patient exam rooms and nursing station stocked with supplies and organized;
- Review the providers schedule throughout the day and prior to the start of shift to ensure patient flow;
- Follow-up on no show appointments as directed by providers;
- Work with other team members and managers to implement daily duties and new programs as needed;
- Participate in performance improvement activities, staff trainings, weekly team huddles.
- Report errors or issues promptly to supervisor;
- Maintain security of medical records and patient's health information according to HIPAA standards;
- Order medical supplies as determined by inventory needs;
- Ensure emergency supplies are in stock and at the vaccine event in case of a medical emergency;
- Direct emergency care needs to the appropriate licensed provider as assigned to the event;
- Ensure that our patients get the best possible care;
- Assist with COVID-19 testing as needed;

COVID Vaccine Related Duties:

- Perform vaccine inventory reconciliation and report on vaccine levels and to Medical Director and Director of Continuous Quality Improvements & Clinical Services regarding vaccines;
- Order vaccine based on the clinic's demand and ordering with input from operations and clinical directors at HOPE Clinic;
- Train minimum 2 MAs at all locations and each department on the VFC program, vaccine handling, storage, ordering, reporting to state on vaccine loss, how to handle emergency power outages, ensure in the case of staffing changes that new or replacement staffs are trained, enroll staff for VFC training;
- Keep emergency vaccine handling plan in case of power outage, natural disasters;
- Be available after hours to handle vaccines and vaccine clinics if needed for emergency storage transfer;
- Educate staff regularly on how to handle new vaccine package received, storage;
- Work on minimizing vaccine wastage, by rotating stock, keeping MAs informed of soon to expired vaccines, responsible for properly returning the expired vaccines to VFC, private vaccines to procurement department for possible refund from vendor
- Prepare the site and staff for VFC audits, will be given assigned time in the schedule to travel to satellite locations to manage the vaccines;

- Supervise other Medical Assistants on the vaccine team on Immmtrac vaccine entry, required forms, vaccine entry in EMR;
- Maintain good communication with state and HRSA vaccine representatives;
- Update involved staff (providers and Medical assistants, front desk) on the vaccines available at the clinic, stock, and work with provider/medical director/clinical services director for appropriate immunization administration technique training for other staff;
- Participate in patient education on importance of immunizations, getting needed posters/education materials to do outreach;
- Outreach to community partners about available testing and vaccine at HOPE Clinic;
- Serve as a vaccinator when needed for those dates/times as organized by the clinic;
- Coordinate in-services with vaccine representatives and HOPE procurement to keep staff up to date on new vaccine changes or product;
- Perform other duties as assigned to support HOPE Clinic's Mission, Vision and Values.

QUALIFICATION REQUIREMENTS:

- Minimum of two years in health education, patient navigation, and/or health clinic patient assistance field preferred;
- CMA or RMA is preferred or willingness to obtain within 1 year of employment;
- Knowledgeable of and maintains HIPAA standards of privacy and confidentiality;
- Microsoft Office;
- Must be able to utilize the Internet;
- Office equipment (e.g., computer, copier);
- Strong written and oral communication skills;
- Must be detailed oriented and able to handle multi tasks;
- Detail oriented;
- Excellent customer service skills;
- Must be able to handle multiple tasks, complexity, and diversity of customers;
- Insurance and medical experience preferred;
- Ability to travel with transportation between clinic sites.

EDUCATION and/or EXPERIENCE:

High School diploma or GED is required; Associates Degree preferred.

LANGUAGE SKILLS:

Ability to read, analyze, and interpret general health and social services guidelines, technical procedures or governmental regulations. Ability to write reports, health correspondence and procedure manuals. Ability to effectively present information and respond to questions from groups or patients, center staff, and the public.

MATHEMATICAL SKILLS:

Ability to add, subtract, multiply, and divide in all units of measure, using whole numbers, common fractions, and decimals. Ability to compute rate, ratio, and percent.

REASONING ABILITY:

Ability to solve practical problems and deal with a variety of concrete variables in situations

where only limited standardization exists. Ability to interpret a variety of instruction furnished in written, oral, diagram, or schedule form.

OTHER SKILLS and ABILITIES:

- Bilingual (Spanish with English) is required.
- Above average skills in language ability as well as public speaking and writing.
- Must have good transportation and a valid Texas Driver's license.

LEADERSHIP RESPONSIBILITIES:

Will supervise COVID Vaccine team with direct people management responsibilities. May also provide occasional work guidance, technical advice, and training staff.

WORK COMPLEXITY/INDEPENDENT JUDGEMENT:

Work tasks are often routine, structured, and guided by established policies and procedures. Some independent judgment is required, outside of making basic choice in the selection and application of established methods. The job receives frequent, ongoing supervision.

PROBLEM SOLVING:

Decisions are made on routine matters affecting few individuals and usually within the confines of the job's own department. Specific job activities and results are typically reviewed closely. There are limited requirements for developing new ideas or changes in methods, procedures, or services.

COMMUNICATION/INTERACTIONS:

Information sharing - gives and receives information such as options, technical direction, instructions, and reporting results. Interactions are mostly with customers, own supervisor, and coworkers in own and other departments.

IMPACT OF DECISIONS:

Follows rules and procedures. Decisions can have minimal or no impact to HOPE Clinic. Errors can be readily detected, usually by the employee, and, if made, would result in minor expense for correction.

PATIENT RELATIONSHIPS:

Follows through with customer inquiries, requests, and complaints. Forwards difficult and non-routine inquiries or requests to appropriate level for resolution.

AMERICANS WITH DISABILITIES SPECIFICATION:

The physical demands described here are representative of those that must be met by an employee to successfully perform 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 is regularly required to stand, sit, talk, hear, stoop, kneel, and use hands and fingers to operate a computer and telephone keyboard reach.
- Specific vision abilities required by this job include close vision requirements due to computer work.
- Light to moderate lifting (up to twenty pounds) is required.
- Ability to uphold the stress of assisting patients of diverse backgrounds.
- Regular, predictable attendance is required.

WORKING/ENVIRONMENTAL CONDITIONS:

Work is normally performed in a typical health clinic work environment which may or may not subject the employee to hazardous or unpleasant elements, noise, crowds, confined/restricted but fire hazard approved desk spaces/rooms and varying temperatures at the clinic. There may be occasional off-site/outdoor assignments with exposure to heat/cold, wet/humid, dry/arid airs or temperatures.

HOPE Clinic is a smoke free and drug free workplace in compliance with federal guidelines.

Signature

Date

Full Name - Printed