

**JOB DESCRIPTION**

**POSITION TITLE:** Clinical Support Coordinator **REPORTS TO:**  Nursing Department Supervisor

**DEPARTMENT:** Nursing **EMPLOYMENT STATUS:** Non-Exempt, Hourly

**LOCATION:** Bellingham

**JOB PURPOSE:**

Under the supervision of the Nursing Department Supervisor, the Clinical Support Coordinator (CSC) serves as a resource to the Care Team Supervisors in the training and skill development of clinical support staff. This includes revising, improving and maintaining the MA new hire training/orientation plan. CSC Is responsible for coordinating and administering the new hire orientation, new hire competency check lists and annual competency checklists for existing staff. CSC works with the Nursing Department Supervisor and the Care Team Supervisors to develop and train new workflows and processes. CSC is responsible for creating and maintaining the Clinical Support Staff schedule, and upon approval from the Nursing Department Supervisor, coordinates PTO coverage. CSC coordinates the Medical Assistant Apprenticeship and MA Extern Programs. Under direction of the Nursing Department Supervisor, the CSC is responsible for coordinating, monitoring and maintaining the Unity Care Employee Health Program. The CSC is part of a multidisciplinary patient care team providing and coordinating medical care in an outpatient setting following a patient-centered, primary care model. UCNW manages patient care using a team-based approach in our interactions with patients and working to achieve stated objectives and outcomes.

**JOB DIMENSIONS:**

Must be able to demonstrate skills associated with MA Tier Three level. Must demonstrate communication skills, problem-solving skills, a strong knowledge in Medical Assistant practices and procedures, a superior knowledge of MA Scope of Practice, have a “team” concept attitude and handle complex scheduling demands. Must be able to represent Unity Care NW as a liaison to the local Medical Assistant Programs. Works closely with a multidisciplinary team consisting of, at a minimum, medical provider(s), LPN(s), RN(s), Behavioral Health Counselors/Social Workers(s), Behavioral Health Case Managers and other MA(s).

**JOB QUALIFICATIONS:**

**Education:** Completion of a Medical Assistant Program or LPN Program from an accredited institution.

**Certification and Licensure:**

* Current WA State Department of Health Medical Assistant-Certified credential or LPN required.
* Current CPR & BLS certification required.
* Must have a current American Association of Medical Assistants (AAMA) Certification or LPN License

**Experience:** At least two (2) years experience with outpatient clinic responsibilities is required.

**Specialized Skills & Knowledge:**

* Must demonstrate excellent communication, customer service and problem solving skills in a demanding, fast paced environment with constant public contact, frequent interruptions, and occasional crisis situations.
* Strong knowledge of medical equipment, nursing procedures, documentation and patient education.
* Must be competent in general office skills such as computers (electronic medical records, Patient Portal & Microsoft Office products), faxes, telephones, and copy machines.
* Must have proficient keyboarding skills and be able to input patient data quickly and accurately.
* Must be able to organize and prioritize work load.
* Must maintain an effective and positive professional working relationship with staff and patients at all times and have a team concept attitude.
* Must have the ability to understand and respond effectively and with sensitivity to special population groups served by UCNW. Special populations groups include those defined by race, ethnicity, language, age, sex, sexual orientation, economic standing, & others.

**Blood-Borne Pathogens Exposure:** Category: I

This position’s roles and functions in our team-based model include:

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| **JOB DUTIES AND RESPONSIBILITIES** | **JOB PERFORMANCE STANDARDS** |
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| **Communication:** | 1. Asks for direction when unsure of job expectation. |
|  | 1. Makes suggestions and addresses concerns in a constructive manner. |
|  | 1. Utilizes appropriate channels of communication in problem-solving and conflict resolution. |
|  | 1. Communicates effectively and courteously to all UCNW staff. |
| **Organization & Time Mgmt.:** | 1. Does not allow personal issues to interfere with workload; keeps social interaction with other staff to a minimum. |
|  | 1. Takes and returns from breaks and lunch times in a timely manner. |
|  | 1. Maintains a clean, orderly and professional work area. |
|  | 1. Seeks out appropriate uses of time during non-busy periods. |
| **Safety/CQI:** | 1. Ensures safe work environment and promotes accident prevention. |
|  | 1. Utilizes cause for concern form to identify situations that have an impact on care delivery, safety or customer service. |
| **Work Ethic:** | 1. Consistently demonstrates strict adherence to policies and procedures. |
|  | 1. Takes responsibility for own actions and seeks to correct any mistakes. |
|  | 1. Consistently reports to work on date and time scheduled. |
|  | 1. Self-initiates and follows through on assignments in a timely manner. |
| **Team Contribution:** | 1. Participates in and supports team meetings, activities, and/or problem solving. |
|  | 1. Promotes positive team work and cohesiveness between all staff. |
|  | 1. Provides constructive and creative recommendations for improvements in own area of responsibility or the clinics system as a whole. |
|  | 1. Acts as a resource, communicates appropriate knowledge, skills and conduct. |
| **Service Excellence:** | 1. Maintains a high level of quality, accuracy and neatness in work performed. |
|  | 1. Remains calm and tactful during stressful situations, emergencies and confrontations. |
|  | 1. Prioritizes customer service and customer satisfaction. |
|  | 1. Demonstrates an awareness of and commitment to the goals and mission of UCNW. |
| **Professionalism:** | 1. Maintains appropriate personal boundaries with clients. |
|  | 1. Accepts supervision and criticism in a constructive manner. |
|  | 1. Maintains professional appearance appropriate for position. |
|  | 1. Maintains organizational and patient confidentiality. |
|  | 1. Demonstrates an ability to adapt to change. |
| **Job Specific Duties** | 1. May perform all job duties and responsibilities listed in Medical Assistant, Tier 3 Job Description. |
|  | 1. Under the direction of the Nursing Department Supervisor and or the Care Team Supervisors, updates the Clinical Support Staff work schedules; including PTO requests, same day sick calls and other absences or tardy situations. |
|  | 1. Under the direction of the Nursing Department Supervisor creates and communicates Clinical Support Staff schedule and ensures appropriate ratio of Clinical Support Staffs to medical provider is maintained at all times. Reports any deviation for standard staffing ratios to the Nursing Department Supervisor and Care Team Supervisor(s). |
|  | 1. Under the direction of the Nursing Department Supervisor coordinates and collaborates with the Clinical Support Staff Preceptors to ensure all new hire training schedules are developed and communicated. Administers the new hire orientation and check list. Is responsible for coordinating and managing the new employee competency check lists and annual competency checklists |
|  | 1. Coordinates preceptor training for ongoing competency training as needed or outlined by the Nursing Department Supervisor or Care Team Supervisor(s). Acts in the capacity of preceptor as needed or instructed by the Nursing Department Supervisor. |
|  | 1. As appropriate provides the Nursing Department Supervisor and Care Team Supervisors feedback regarding the summary of competency training and outlines achievements, improvements and or makes recommendations for performance improvement. |
|  | 1. Participates in the development of new processes, workflows and training competency development for Clinical Support Staffs. This can include research, attending meetings and process improvement activities. |
|  | 1. Works in coordination with the Nursing Department Supervisor and the Care Team Supervisors to develop and train Clinical Support Staffs on new workflows and processes. Acts as a resource and guide for gaps in staff competency and/or other skills deficiencies at the request of the department supervisors. |
|  | 1. Collaborates with the Nursing Department Supervisor the management and coordination of the , Medical Assistant Apprenticeship and MA Extern Programs. This may include program development, developing, coordinating and precepting student competencies, participating on the local Medical Assisting School board(s) as a Unity Care NW representative and selection of student participation in these programs |
|  | 1. Under the direction of the Nursing Department Supervisor, assists the Process Improvement / QI Nurse, to monitor and maintain the Unity Care Northwest Employee Health Program. This includes assisting in the coordination of annual employee vaccinations and testing as outlined by Unity Care NW, tracking and monitoring PPDs and Flu vaccine administration and communication/campaigns clinic wide. |
|  | 1. Participates in planning the Clinical Support Staff Skills Fair agenda. This may include providing input, ideas, providing competency training as a preceptor and or coordinating preceptor training. Provides input in the overall development of the Skills Fair competency curriculum. |
|  | 1. Other duties as assigned |

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| **Physical Activity** | **R** | | **O** | **F** | **C** | **NA** | **Describe any job duty which requires repetition or a unique application of the activity.** |
| Sitting |  | |  | ✓ |  |  |  |
| Stationary standing |  | |  | ✓ |  |  |  |
| Walking |  | |  |  | ✓ |  |  |
| Ability to be mobile |  | |  |  | ✓ |  |  |
| Crouching (bend at knee) |  | | ✓ |  |  |  |  |
| Kneeling/crawling | ✓ | |  |  |  |  |  |
| Stooping (bend at waist) |  | |  | ✓ |  |  |  |
| Twisting (knees/waist/neck) |  | |  | ✓ |  |  |  |
| Turning/Pivoting |  | |  | ✓ |  |  |  |
| Climbing | ✓ | |  |  |  |  |  |
| Balancing | ✓ | |  |  |  |  |  |
| Reaching overhead |  | | ✓ |  |  |  |  |
| Reaching extension |  | |  |  | ✓ |  |  |
| Grasping |  | |  |  | ✓ |  |  |
| Pinching |  | |  |  | ✓ |  |  |
| Pushing/Pulling: |  | |  | ✓ |  |  |  |
| Typical weight:  Circle the appropriate weight in pounds  1-10 **11-20** 21-30 31-40  41-60 61-80 81-100 >100 |  | |  |  |  |  |  |
| Maximum weight:  Circle the appropriate weight in pounds  1-10 11-20 **21-30** 31-40  41-60 61-80 81-100 >100 |  | |  |  |  |  |  |
| Lifting/Carrying: |  | |  |  |  |  |  |
| Typical weight:  Circle the appropriate weight in pounds  1-10 **11-20** 21-30 31-40  41-60 61-80 81-100 >100 |  | |  |  |  |  |  |
| Maximum weight:  Circle the appropriate weight in pounds  1-10 11-20 **21-30** 31-40  41-60 61-80 81-100 >100 |  | |  |  |  |  |  |
| Other physical activities |  | |  |  |  |  | Keyboarding |
|  |  | |  |  |  |  |  |
| **Sensory Activities** | **R** | | **O** | **F** | **C** | **NA** | **Describe any job duty which requires repetition or a unique application of the activity.** |
| Talking in person |  | |  |  | ✓ |  |  |
| Talking on telephone |  | |  | ✓ |  |  |  |
| Hearing in person |  | |  |  | ✓ |  |  |
| Hearing on telephone |  | |  | ✓ |  |  |  |
| Vision for close work |  | |  |  | ✓ |  |  |
| Other sensory requirements |  | |  |  |  |  |  |
| **Environmental Factors** | | **SPECIFY** | | | | | |
| Safety requirement:  -clothing  -required safety equipment  -activities performed | | Gloves, mask, safety glasses, protective gown. | | | | | |
| Exposures:  -fumes  -chemicals  -blood or other bodily fluids  -cold/heat  -dust | | Handling of sharp instruments/needles, exposure to blood and bodily fluids on regular basis | | | | | |
| Operation of equipment, vehicles or tools | | N/A | | | | | |
| Required infection control standards | | Review policy. | | | | | |
| Other environmental factors | | N/A | | | | | |

I, the undersigned, acknowledge that I have read the above job description and agree that it defines the position as it currently exists. The undersigned also understand that the above is intended to describe the general content of and requirements for performance of this job. It is not to be considered as an exhaustive statement of duties, responsibilities, or requirements and does not limit the assignment of additional duties at the discretion of the supervisor.

**Employee Signature: Date:**

**Supervisor Signature: Date:**